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The Commonwealth of Massachusetts

ANNUAL REPORT

of

Commissioner of Veterans' Services

for the year

1956

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The Commonwealth of Massachusetts

OFFICE OF COMMISSIONER OF VETERANS' SERVICES

15 ASHBURTON PLACE, BOSTON 8

January 15, 1957

To the Honorable Senate and the House of Representatives:

In compliance with the requirements of Chapter 115, Section 2, General Laws, as amended, I submit to you the annual report of the Commissioner of Veterans' Services.

The part relating to Veterans' Benefits is for the calendar year 1955.

The part relating to the work of the Pension, Rehabilitation and Hospital Contact Divisions, is for the calendar year ending December 31, 1956; and the report for the Blood Donor Service is for the fiscal year ending June 30, 1956.

This report also includes a detailed statement of the receipts, and expenditures for personnel and incidentals for the fiscal year ending June 30, 1956.

Very truly yours,

NATHANIEL HURWITZ,

Commissioner

C O P Y

THE COMMONWEALTH OF MASSACHUSETTS

COMMISSION ON
ADMINISTRATION AND FINANCE

State House, Boston 33

March 26, 1957

Mr. Nathaniel Hurwitz, Commissioner
Veterans' Services
15 Ashburton Place
Boston 8, Massachusetts

Dear Sir:

Enclosed please find two copies of your Statement of Receipts and Expenditures for the fiscal year ended June 30, 1956.

The principal financial items are in agreement with the Comptroller's books and are approved for publication in accordance with the provisions of Chapter 7, Section 19 of the General Laws.

Very truly yours,

FRED A. MONCEWICZ,
Comptroller

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDED
JUNE 30, 1956

RECEIPTS

Reimbursement for Services — Veterans' Benefits	\$2,187.86
Reimbursement for Services — Burials	3,840.79
Refund Previous Years	128.57
Miscellaneous	183.50

EXPENDITURES

Salaries of Commissioner and Deputies	\$18,026.82	19,276.82
Accounts Payable	1,250.00	
Administrative Expense		
Permanent Employees	\$303,525.57	
Accounts Payable	240.00	303,765.57
Temporary Employees	4,920.35	
Accounts Payable	200.00	5,120.35
Expenses	29,681.85	
Accounts Payable	2,788.78	32,470.63
		341,356.55
Reimbursement to Cities and Towns		
on Account of Veterans' Benefits		3,748,918.29
Reimbursement to Cities and Towns		
on Account of War Allowance		19,007.22
Annuities to Blind and Paraplegic		
Veterans		70,701.13

The principal financial items of this report are in agreement with the Comptroller's books.

Mar. 21, 1957

(s) Fred A. Moncewicz

Comptroller

VETERANS' BENEFITS

Chapter 115, General Laws, as amended.

Application for Veterans' Benefits is filed in the city or town of legal settlement and referred by the local Agent to the Office of the Commissioner of Veterans' Services, with recommendation. The Commonwealth reimburses Cities and Towns in settled cases to the amount of one-half authorized and actually paid.

In the case of a veteran, or dependents, who are not settled, but have resided in the Commonwealth for three years next preceding the date of application, application is filed in the City or Town of residence, and the amount approved is reimbursed in full by the Commonwealth.

The number of persons aided during the year 1955 totaled 23,142 as follows:

Settled	22,546
State Settled	447
War Allowance	149

Veterans' Benefits approved on Monthly Returns for the calendar year 1955 are classified as follows:

SETTLED CASES

<i>Civil War</i>	\$ 48,689.16
Widows	50
Children	7
Total	57
<i>Indian Campaigns</i>	4,235.00
Widows	6
<i>War with Spain</i>	224,766.49
Veterans	46
Widows	472
Children	4
Total	522
<i>Mexican Border</i>	25,455.07
Veterans	21
Widows	13
Children	1
Total	35
<i>World War I</i>	2,314,569.04
Veterans	3,152
Wives	205
Widows	1,969
Mothers	456
Fathers	140
Children	51
Total	5,973
<i>World War II</i>	5,611,886.89
Veterans	8,158
Wives	491
Widows	786
Mothers	3,144
Fathers	961
Children	98
Total	13,638

<i>Korean Emergency</i>	577,147.24
Veterans	1,468
Wives	144
Widows	42
Mothers	497
Fathers	151
Children	13
Total	2,315

Total\$8,806,748.89

BREAKDOWN OF VETERANS' BENEFITS DISBURSEMENTS FOR THE CALENDAR YEAR 1955:

	<i>Approved</i>	<i>Cost to Commonwealth</i>
Ordinary Benefits	\$6,594,635.90	\$3,297,325.45
Fuel	525,847.67	262,923.835
Doctor	241,571.82	120,785.91
Medication	299,401.79	149,700.895
Hospital	1,031,854.06	515,927.03
Dental	38,979.53	19,489.765
Miscellaneous	74,458.12	37,229.06
Approved prior to deductions for refunds		\$8,806,748.89

STATE SETTLED — 447 CASES

<i>Spanish War</i>	\$	375.00
Widows	2	
<i>Mexican Border</i>		758.00
Widow	1	
<i>World War I</i>		22,390.50
Veterans	59	
Wives	5	
Widows	7	
Mothers	1	
Children	2	
Total	74	
<i>World War II</i>		101,393.74
Veterans	216	
Wives	14	
Widows	6	
Mothers	41	
Fathers	5	
Child	1	
Total	283	
<i>Korean Emergency</i>		11,600.15
Veterans	53	
Wives	6	
Mothers	20	
Fathers	8	
Total	87	

Total expenditure State Settled cases\$ 136,517.39

BREAKDOWN OF VETERANS' BENEFITS (STATE SETTLED) DISBURSEMENTS FOR
CALENDAR YEAR 1955:

Ordinary Benefits	\$106,515.91
Fuel	6,316.18
Doctor	3,508.82
Medication	3,432.40
Hospital	15,163.71
Dental	669.00
Miscellaneous	911.37
Total	<u>\$136,517.39</u>

DETAIL OF BURIAL EXPENDITURES

Burial Allowance is provided in the case of a needy veteran and his dependents. The allowance is paid by the local authorities, on authorization of the State Office, and is reimbursed by the Commonwealth in the same manner as Veterans' Benefits.

The following represents the full amounts approved by the Commonwealth:

<i>Civil War</i>	\$	576.98
Widows	4	
<i>War with Spain</i>		1,742.85
Veterans	5	
Widows	5	
Wives	2	
Child	1	
Total	13	
<i>World War I</i>		20,110.12
Veterans	99	
Wives	12	
Widows	14	
Mothers	8	
Fathers	4	
Children	2	
Total	139	
<i>World War II</i>		14,769.49
Veterans	42	
Wives	8	
Mothers	27	
Fathers	24	
Children	35	
Total	136	
<i>Korean Emergency</i>		2,970.50
Veterans	1	
Wife	1	
Mothers	7	
Fathers	11	
Children	5	
Total	25	

Total expenditure settled cases	\$	40,169.89
Reimbursement by Commonwealth	\$	20,084.91

STATE SETTLED

<i>Spanish War</i>		\$	150.00
Veteran	1		
<i>World War I</i>			746.80
Veterans	6		
<i>World War II</i>			497.00
Veterans	3		
Child	1		
	<hr/>		
Total	4		
<i>Korean Emergency</i>			261.60
Veterans	2		
<hr/>			
Total expenditure State Settled cases		\$	1,655.40
Chapter 573, Acts of 1946, as amended (Repatriated dead)			
Korean Emergency	5	\$	225.10
Total approved for burials		\$	41,825.29
Total reimbursed		\$	21,740.31

Claims were filed with the Social Security Administration for Lump-Sum Death Payment under Section 202, paragraph g, of the Social Security Act. Reimbursements amounted to \$7,328.99 of which \$3,487.40 was paid to cities and towns.

REIMBURSEMENT OF CITIES AND TOWNS FOR VETERANS' BENEFITS

Section 6, Chapter 115, General Laws, as amended, provides that one-half of the amounts of Veterans' Benefits paid to applicants having settlements in cities and towns making payments, and all of the amounts of Veterans' Benefits paid to other applicants, but none of the expenses attending such benefits, shall be paid by the Commonwealth to the several cities and towns on or before November tenth in the year after such expenditures. Beginning July 1, 1949, the entire appropriation is allotted at the start of the Fiscal Year in order that periodic disbursements may be made to cities and towns. Disbursements for the calendar year 1955 expenditures were made as follows:

<i>Monthly Returns</i>	<i>Date Disbursed</i>
January-February 1955	August 1955
March 1955	October 1955
April (Boston only)	October 1955
April and May for Springfield	November 1955
April 1955	November 1955
May 1955	December 1955
May-June-July for Lowell	December 1955
June-July-August for Malden	January 1956
June 1955	January 1956
July thru December for Winthrop	February 1956
July 1955	March 1956
August 1955	April 1956
September 1955	May 1956
October 1955	June 1956
November 1955	July 1956
December 1955	September 1956

STATE WAR ALLOWANCE

State War Allowance was granted to the dependents of men serving in the Armed Forces of the United States. This was provided by Chapter 2, Acts of 1942, enacted by the Special Session of the Legislature.

Chapter 209 of the Acts of 1956 extended War Allowance to the dependent relatives of any person in the Armed Forces of the United States while the United States is engaged in hostilities under the flag of the United Nations, or in a state of war arising out of and as result of such hostilities, until discharge of the serviceman or until January 31, 1957, whichever date is earlier.

State War Allowance is paid by cities and towns and is reimbursed in full by the Commonwealth.

<i>Expended in 1955</i>		\$21,179.95
Wives	56	
Mothers	74	
Fathers	18	
Child	1	
<hr/>		
Total	149	

ANNUITIES FOR PARAPLEGIC AND BLIND VETERANS

Chapter 115 of the General Laws, as amended by Chapter 660, Acts of 1949, Chapter 530, Acts of 1953, and Chapter 567, Acts of 1956, provides for the payment of an annuity of \$500 per annum, to be paid monthly, to the following:

A veteran who, according to the records of the Veterans Administration of the United States government, has suffered permanent impairment of vision of both eyes of the following status: central visual acuity of 5/200 or less in the better eye, with corrective glasses, or central visual acuity of 5/200 if there is a field defect in which the peripheral field has contracted to such an extent that the widest diameter of visual field subtends an angular distance no greater than twenty degrees in the better eye, a veteran who is suffering from paraplegia and has permanent paralysis of both legs and lower parts of the body, resulting from traumatic injury to the spinal cord or brain, sustained through enemy action, or accident while in such military or naval service, and a veteran who has permanent paralysis of both legs and lower parts of the body, resulting from malaria, anemia, other forms of disease, tumors or poisoning which may produce signs and symptoms similar to those resulting from traumatic paraplegia and certified by said Veterans Administration to be service-connected.

A veteran to be eligible must have resided in Massachusetts at time of acceptance for War-time service.

The cost for the period ending June 30, 1956, was \$70,701.13.

SPANISH WAR REIMBURSEMENT FUND

The sum of \$66.15 was expended during the Fiscal Year Ending June 30, 1956, under the provisions of Chapter 280, Acts of 1928.

BLOOD DONOR SERVICE

Blood Donor Service was established in the Office of the Commissioner of Veterans' Services on July 1, 1948 with a Supervisor of Blood Donations in charge.

During the period from July 1, 1955 to June 30, 1956, there were approximately 3,387 donors. This is an increase of eighty-six donors over the last report. Actually, it is a big improvement in that collections were much more evenly distributed over the year and therefore more valuable and better utilized. This figure represents only the actual number of pints of blood reported to this

office. We feel certain that the number of actual donors is significantly higher but it has been impossible to devise a system where all donors will be reported to this office.

The blood needs of patients in private hospitals, Veterans Administration Hospitals and Soldiers' Home Hospitals were cared for. Also, a small percentage of patients in hospitals outside of the Commonwealth who are domiciled in Massachusetts. All qualified veterans and their dependents were covered to the full extent of our ability to do so.

CLAIMS AND PENSION DIVISION

The following is a summary of the work performed by the division of the Office of Commissioner of Veterans' Services known as the Claims and Pension Division, located at the Veterans Administration Regional Office, Room 634, One Beacon Street, and the Ford Hall, 15 Ashburton Place.

This Division is charged with the important function of carrying out the provisions of Chapter 599, Acts of 1946, as amended, namely — assisting veterans and their dependents in obtaining all the benefits they are entitled to under the Federal Laws administered by the Veterans Administration.

It is most gratifying to show that this Division, through the medium of a power-of-attorney procured compensation and pensions for the veterans and their dependents during the year 1956 in the amount of \$1,622,711.40. This is an increase over the previous year which was \$1,429,058.00. Also processed were G. I. Loans of 1,664 cases which amounted to \$16,000,000.00. These figures not only reflect the amount of claims and pension obtained during the past year but, also, this amount of money, in many cases, will continue throughout the lifetime of the veteran and/or his dependents.

ACTIVITIES PERFORMED DURING 1956

1. Personal visits by veterans and/or dependents to office	9880
2. New claims for compensation and pension including live and death cases	3120
3. Requests for review — old or disallowed claims	3432
4. New claims for dental and medical Out-Patient Treatment	832
5. Arrangements made for hospitalization	1352
6. Arrangements made for Out-Patient Medical Treatment	1612
7. Arrangements made for Dental Treatment	312
8. Cases reviewed at Service Tables	6500
9. Board appearances and hearings	2860
10. Interview with Agents	936
11. Federal insurance cases	1092
12. Educational and Rehabilitation Problems	310
13. Handling Physical Evaluation Board Retirement cases for physical disability retirement	364
14. Loan Guaranty cases	1664
15. Checking Veterans Administration Finance for agents	3380
16. Requests for Civil Service letters	832
17. Requests for Tax Abatement letters for five months' period from June through October	1495
18. Veterans' Benefits referrals from Veterans Administration and Service Organizations	936
19. Assisting veterans in preparing State Bonus applications	468
20. Contacting Legal Division regarding appointment of Fiduciary of incompetent veterans	572

REHABILITATION DIVISION

This Division is also located in the Contact Office at the Veterans Administration Regional Office, One Beacon Street, Boston. It functions under Chapter 115, General Laws, as amended by Chapter 599 of the Acts of 1946.

The Division was established to assist local and District Directors of Veterans' Services, and Agents, who are called upon to help and assist veterans and their dependents in their respective communities and districts, members of the General Court, Executive Department, and other agencies.

The following is a summary of the services rendered by this Division during the calendar year 1956:

1. *Education and Training*

a. Application for training under P. L. 550 and P. L. 894	1,251
b. Application for training under P. L. 16, P. L. 346, P. L. 190 and P. L. 610	65
c. Total actions for P. L. 550, P. L. 894, P. L. 16 and P. L. 346	7,029
d. Certificates issued for above	1,099
e. Enrollment certificates received — form 7-1999	1,035
f. Appeals filed — Hearings	33
g. Monthly reports filed — forms 7-1996a and 7-1996b	881
h. War Orphans Education Program — P. L. 634, effective October 1, 1956	31
i. Out-of-State actions	62
j. Total amount issued on awards	\$998,957.96
k. Counseling	476

2. *Loan Guaranty*

a. Certificates of eligibility issued	1,574
b. Restoration of entitlement	254
c. Certificates of Reasonable Value issued	1,386
d. Prior approvals	1,208
e. Certificates of Guaranty	1,143
f. Approximated estimate of mortgage	\$75,848,000
g. Total actions taken on loans	17,920
h. Certificates of eligibility issued via Legislative requests	180
i. Actions taken via Legislative requests	1,800
j. Approximated estimate of Legislative loans	\$10,340,000
k. Approximated estimate of Federal Legislative loans	1,104,000

5. *Miscellaneous*

a. General information requests	207
b. Tax and Civil Service letters	629
c. Folders transferred	138
d. Finance queries re: Compensation, Pension, Subsistence and Over-Payments	5,125

HOSPITAL CONTACT SERVICE

The Hospital Contact Service is dedicated to serving veterans within the hospitals and institutions of the Commonwealth and the Veterans Administration, as directed by the Office of the Commissioner of Veterans' Services, for the purpose of securing Federal compensation, pension and medical benefits, as well as State administered benefits to which they might be entitled.

Various Departments of the Commonwealth, including Mental Health, Public Health, Public Welfare and Correction, are constantly seeking the assistance of the Unit in obtaining these benefits for veterans under their care. The Department of Mental Health alone is presently caring for approximately twelve hundred veterans. Visits are made to these hospitals to interview veterans and hospital staff members; to review records and case histories to obtain information and evidence useful in the development of claims for Federal benefits. As directed by the Commissioner, visits are made to private and Veterans Administration Hospitals to interview patients and hospital officials for the purpose of assisting and advising in the development of claims for Veterans Administration benefits, to discuss medical and other problems and to obtain medical reports for rating purposes.

Local Agents of Veterans' Services enlist the cooperation of the Unit in securing pensions and compensation awards for the dependents of hospitalized veterans, thus alleviating expense to the community and to assist in effecting admissions and transfers to Veterans Administration Hospitals. The Unit is often requested to negotiate with the office of the Veterans Administration Chief Attorney for the appointment of guardians and fiduciaries in the release of funds withheld for the benefit of incompetent veterans and their dependents.

About one-half of the work-week of the Unit is devoted to checking claims with Veterans Administration officials, interviewing veterans, their representatives and dependents; submitting evidence and records to establish entitlement to Federal benefits and preparing reports requested by the various Departments. The balance of the work-week is devoted to visiting the various hospitals, averaging about forty hospital visits each month, during which visits approximately one hundred and seventy-five contacts monthly are accomplished.

The Unit receives numerous requests for assistance in achieving admissions to Veterans Administration hospitals for treatment of neuropsychiatric disorders. Veterans Administration officials have been most cooperative in extending every courtesy and consideration on requests by this Unit for admissions and transfers from State Hospitals to Veterans Administration Hospitals. A gratifying measure of success has rewarded the efforts of the Unit in accomplishing admissions and transfers of service-connected cases with a minimum of delay.

LEGISLATION IN 1956 AMENDING CHAPTER 115, GENERAL LAWS

Chapter 104

An Act to apportion the cost of District Departments of Veterans' Services in accordance with assessed valuations.

Chapter 209

An Act extending the time within which War Allowance may be paid to dependent relatives of persons in the Armed Forces of the United States during the Korean Emergency.

Chapter 394

An Act further defining persons eligible to receive Veterans' Benefits.

Chapter 395

An Act relative to burial allowance for certain deceased veterans.

Chapter 567

An Act providing for payment by the Commonwealth of annuities to certain blind war veterans.

Chapter 692

An Act relative to Veterans' Benefits.





The Commonwealth of Massachusetts

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ANNUAL REPORT

OF

Commissioner of Veterans' Services

for the year

1957



The Commonwealth of Massachusetts

OFFICE OF COMMISSIONER OF VETERANS' SERVICES

15 ASHBURTON PLACE, BOSTON 8

April 15, 1958

To the Honorable Senate and the House of Representatives:

In compliance with the requirements of Chapter 115, Section 2, General Laws, as amended, I submit to you the annual report of the Commissioner of Veterans' Services.

The part relating to Veterans' Benefits is for the calendar year 1956.

The part relating to the work of the Pension-Compensation, Rehabilitation and Hospital Contact Divisions, is for the calendar year ending December 31, 1957, and the report for the Blood Donor Service is for the fiscal year ending June 30, 1957.

This report also includes a detailed statement of the receipts, and expenditures for personnel and incidentals for the fiscal year ending June 30, 1957.

Very truly yours,

CHARLES N. COLLATOS,

Commissioner

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDED
JUNE 30, 1957

RECEIPTS

Reimbursement for Services — Veterans' Benefits	\$3,625.81
Reimbursement for Services — Burials	4,080.51
Refund Previous Years	177.14

EXPENDITURES

Salaries of Commissioner and Deputies	24,100.65
Administrative Expense	
Permanent Employees	\$335,472.75
Accounts Payable	480.00
Temporary Employees	5,082.18
Accounts Payable	155.00
Expenses	31,261.75
Accounts Payable	4,286.16
Reimbursement to Cities and Towns on Account of Veterans' Benefits	4,324,045.36
Reimbursement to Cities and Towns on Account of War Allowance	5,604.63
Accounts Payable	16,960.00
Annuities to Blind and Paraplegic Veterans	89,959.35
Equipment — Bond Issue	651.00

Financial Statement Verified
(Under requirements of C.7, S.19GL)

Dated June 2, 1958

By L. A. Burke, for the *Comptroller*

Approved for Publishing

Fred A. Moncewicz, *Comptroller*

VETERANS' BENEFITS

Chapter 115, General Laws, as amended

Application for Veterans' Benefits is filed in the city or town of legal settlement and referred by the local Agent to the Office of the Commissioner of Veterans' Services, with recommendation. The Commonwealth reimburses Cities and Towns in settled cases to the amount of one-half authorized and actually paid.

In the case of a veteran, or dependents, who are not settled, but have resided in the Commonwealth for three years next preceding the date of application, application is filed in the City or Town of residence, and the amount approved is reimbursed in full by the Commonwealth.

The number of persons aided during the year 1956 totaled 22,664 as follows:

Settled	22,081
State Settled	540
War Allowance	43

Veterans' Benefits approved on Monthly Returns for the calendar year 1956 are classified as follows:

SETTLED CASES

<i>Civil War</i>	\$ 41,872.28
Widows	42
Children	7
Total	49

<i>Indian Campaigns</i>	4,280.28
Widows	8

<i>War with Spain</i>	241,955.50
Veterans	49
Widows	392
Mothers	3
Children	4
Total	448

<i>Mexican Border</i>	28,872.11
Veterans	21
Widows	16
Total	37

<i>World War I</i>	2,368,686.16
Veterans	3,215
Wives	96
Widows	2,156
Mothers	313
Fathers	90
Children	48
Total	5,918

<i>World War II</i>	5,594,319.98
Veterans	7,279
Wives	355
Widows	548

Mothers	3,817	
Fathers	970	
Children	98	
	<hr/>	
Total	13,067	
<i>Korean Emergency</i>		699,978.10
Veterans	1,562	
Wives	97	
Widows	27	
Mothers	631	
Fathers	233	
Children	4	
	<hr/>	
Total	2,554	
Total		<hr/> \$8,978,964.41

BREAKDOWN OF VETERANS' BENEFITS DISBURSEMENTS FOR THE CALENDAR YEAR 1956:

	<i>Approved</i>	<i>Cost to Commonwealth</i>
Ordinary Benefits	\$6,561,231.32	\$3,280,615.66
Fuel	516,570.12	258,285.06
Doctor	262,088.45	131,044.225
Medication	355,183.66	177,591.83
Hospital	1,157,520.61	578,760.305
Dental	43,508.29	21,574.145
Miscellaneous	82,861.96	41,430.98
Approved prior to deductions for refunds	\$8,978,964.41	\$4,489,482.205

STATE SETTLED — 541 CASES

<i>Spanish War</i>	\$	433.18
Widows	3	
Veterans	1	
	<hr/>	
Total	4	
<i>Mexican Border</i>		427.65
Widow	1	
<i>World War I</i>		27,455.99
Veterans	76	
Wives	4	
Widows	11	
Mothers	6	
Fathers	2	
Child	1	
	<hr/>	
Total	100	
<i>World War II</i>		111,276.60
Veterans	272	
Wives	6	
Widows	11	

Mothers	33	
Fathers	5	
	<hr/>	
Total	327	
<i>Korean Emergency</i>		16,856.92
Veterans	65	
Wives	3	
Mothers	35	
Fathers	4	
Widows	2	
	<hr/>	
Total	109	
Total expenditure State Settled cases		<hr/> \$ 156,450.34

BREAKDOWN OF VETERANS' BENEFITS (STATE SETTLED) DISBURSEMENTS FOR CALENDAR YEAR 1956:

Ordinary Benefits	\$120,743.41
Fuel	6,350.10
Doctor	2,315.35
Medication	3,515.50
Hospital	20,865.81
Dental	1,085.20
Miscellaneous	1,574.97
	<hr/>
Total	\$150,450.34

DETAIL OF BURIAL EXPENDITURES

Burial Allowance is provided in the case of a needy veteran and his dependents. The allowance is paid by the local authorities, on authorization of the State Office, and is reimbursed by the Commonwealth in the same manner as Veterans' Benefits.

The following represents the full amounts approved by the Commonwealth:

<i>Civil War</i>		\$ 450.00
Widows	3	
<i>War with Spain</i>		2,613.77
Veterans	11	
Widows	7	
	<hr/>	
Total	18	
<i>World War I</i>		18,339.41
Veterans	82	
Wives	10	
Widows	11	
Mothers	12	
Fathers	9	
Children	1	
	<hr/>	
Total	125	

<i>Korean Emergency</i>	1,719.90
Veterans	1
Wife	1
Mothers	3
Fathers	7
Children	7
	<hr/>
Total	19
Total expenditure settled cases	\$ 39,042.80

STATE SETTLED

<i>Spanish War</i>	280.94
Veterans	2
<i>World War I</i>	1,515.88
Veterans	11
<i>World War II</i>	327.00
Veterans	2
Child	1
	<hr/>
Total	3
Total expenditure State Settled cases	\$ 2,123.82

Chapter 573, Acts of 1946, as amended (Repatriated dead)

Korean Emergency — 1 veteran	46.00
Reimbursement by the Commonwealth	\$ 21,293.94

Claims were filed with the Social Security Administration for Lump-Sum Death Payment under Section 202, paragraph g, of the Social Security Act. Reimbursements amounted to \$7,879.19 of which \$3,798.68 was paid to cities and towns.

REIMBURSEMENT TO CITIES AND TOWNS FOR VETERANS' BENEFITS

<i>Monthly Returns</i>	<i>Date Disbursed</i>
January 1956	October 11, 1956
February 1956	November 9, 1956
March (plus Peabody for March & April) 1956	December 13, 1956
April 1956 (for Boston)	December 13, 1956
April 1956	January 17, 1957
May 1956	February 15, 1957
June 1956	March 15, 1957
July 1956	April 11, 1957
August 1956	May 2, 1957
September 1956	May 28, 1957
October 1956 (Boston and Quincy)	June 14, 1957
October 1956	June 26, 1957
November 1956	July 30, 1957
December 1956	August 30, 1957

STATE WAR ALLOWANCE

State War Allowance was granted to the dependents of men serving in the Armed Forces of the United States. This was provided by Chapter 2, Acts of 1942, enacted by the Special Session of the Legislature.

Chapter 209 of the Acts of 1956 extended War Allowance to the dependent relatives of any person in the Armed Forces of the United States while the United States is engaged in hostilities under the flag of the United Nations, or in a state of war arising out of and as a result of such hostilities, until discharge of the serviceman or until January 31, 1957, whichever date is earlier.

State War Allowance is paid by cities and towns and is reimbursed in full by the Commonwealth.

	<i>Expended in 1956</i>	\$4,216.90
Wives	12	
Mothers	23	
Fathers	8	
Total	<hr/> 43	

ANNUITIES FOR PARAPLEGIC AND BLIND VETERANS

Chapter 115 of the General Laws, as amended by Chapter 660, Acts of 1949, Chapter 530, Acts of 1953, and Chapter 567, Acts of 1956, provides for the payment of an annuity of \$500 per annum, to be paid monthly, to the following:

A veteran who, according to the records of the Veterans Administration of the United States government, has suffered permanent impairment of vision of both eyes of the following status: central visual acuity of 5/200 or less in the better eye, with corrective glasses, or central visual acuity of 5/200 if there is a field defect in which the peripheral field has contracted to such an extent that the widest diameter of visual field subtends an angular distance no greater than twenty degrees in the better eye; a veteran who is suffering from paraplegia and has permanent paralysis of both legs and lower parts of the body, resulting from traumatic injury to the spinal cord or brain, sustained through enemy action, or accident while in such military or naval service, and a veteran who has permanent paralysis of both legs and lower parts of the body, resulting from malaria, anemia, other forms of disease, tumors or poisoning which may produce signs and symptoms similar to those resulting from traumatic paraplegia and certified by said Veterans Administration to be service-connected.

A veteran to be eligible must have resided in Massachusetts at time of acceptance for War-time service.

The cost for the Fiscal Year ending June 30, 1957 was \$89,959.35.

SPANISH WAR REIMBURSEMENT FUND

The sum of \$563.49 was expended during the Fiscal Year Ending June 30, 1957, under the provisions of Chapter 280, Acts of 1928.

BLOOD DONOR SERVICE

Blood Donor Service was established in the Office of the Commissioner of Veterans' Services on July 1, 1948 with a Supervisor of Blood Donations in charge.

During the period from July 1, 1956 through June 30, 1957, there were approximately 3,453 donors. This represents about a two per cent increase over the previous year, which has been about the size of the increase for each year since the start of the program. At a cost of \$25.00 per pint, this represents a monetary figure of \$85,325. The blood was donated within borders of the

Commonwealth to (1) the Blood Program of the American Red Cross and (2) the Blood Bank of private, State and Federal hospitals. This figure represents only the actual number of pints of blood reported to this office. We feel certain that the number of actual donors is significantly higher but it has been impossible to devise a system where all donors will be reported to this office.

The blood needs of patients in private hospitals, Veterans Administration hospitals and Soldiers' Home were cared for. Also, a small percentage of patients in hospitals outside of the Commonwealth who are domiciled in Massachusetts. All qualified veterans and their dependents were covered to the full extent of our ability to do so.

CONTACT OFFICE

The following is a summary of the work performed by the section of the Veterans' Services known as the Claims and Pension Division located at the Veterans Administration Regional Office, Room 634, One Beacon Street.

This Division is charged with the important function of carrying out the provisions of Chapter 599, as amended by the Acts of 1946, namely: assisting veterans and their dependents in obtaining all the benefits they are entitled to under the Federal Laws administered by the Veterans Administration.

This office through the medium of Power-of-Attorney procured compensation and pensions for veterans and their dependents during the year 1957 in the amount of \$1,896,204.76. In addition to this, we also processed 624 G. I. Loan cases in the amount of \$6,240,000.00. Figures indicated for compensation and pension for the year 1957 shows an increase over the previous year of \$273,493.36.

ACTIVITIES PERFORMED DURING 1957

1. Personal visits by veterans and/or dependents to office	10,140
2. New claims for compensation and pension including live and death cases	3,276
3. Requests for review — old or disallowed claims	3,484
4. New claims for dental and medical Out-Patient Treatment	520
5. Arrangements for hospitalization	1,144
6. Arrangements made for Out-Patient Treatment	1,716
7. Arrangements made for Dental Treatment	156
8. Cases reviewed at Service Tables	6,760
9. Board appearances and hearings	2,917
10. Interview with agents	728
11. Federal insurance cases	832
12. Educational and Rehabilitation Problems	260
13. Handling physical evaluation board retirement cases for physical disability retirement	156
14. Loan Guaranty cases at \$10,000	624
15. Checking Veterans Administration Finance for Agents	3,484
16. Requests for Civil Service letters	624
17. Requests for Tax Abatement letters for five months' period from June through October	1,541
18. Veterans' Benefits referred from Veterans Administration and Service Organizations	988
19. Assisting veterans in preparing State Bonus applications	104
20. Contacting Legal Division regarding Appointment of Fiduciary of incompetent veterans	676

REHABILITATION DIVISION

SUMMARY OF SERVICES

The value of benefits accrued to veterans and their dependents through the efforts of this Division include:

1. *Education and Training*

a. Application for training under P. L. 550 and P. L. 894	831
b. Application for training under P. L. 16, P. L. 190 and P. L. 610	28
c. Total actions for P. L. 550, P. L. 894, P. L. 15	5,820
d. Certificates issued for above 7-1993	826
e. Enrollment certificates received 7-1999	824
f. Appeals filed — Hearings	17
g. Monthly reports filed — 7-1996a and 1996b	710
h. War Orphans Education Program — P. L. 634	87
i. Out-of-State actions	83
j. Total amount issued on awards	\$961,476.26
k. Counseling applications filed	350

Due to the fact that we were to get the actual figures on all certificates of reasonable value, we have computed the figures for the year 1957 in dollars and cents at a minimum basis as follows:

2. *Loan Guaranty*

a. Certificates of eligibility	964
b. Restoration of entitlement	225
c. Certificates of reasonable value	964
d. Certificates of Guaranty	832
e. Total actions taken on loans	2,971
f. Approximated estimates of mortgages	\$8,925,000.00
g. Certificates of eligibility issued via Legislative requests	115
h. Actions taken via Legislative requests	434
i. Approximated estimate of Legislative loans	1,565,000.00

3. *Miscellaneous*

a. General information requests	220
b. Tax and Civil Service letters	473
c. Folders transferred — in and out	78
d. Finance queries re Compensation, Pension, Subsistence, overpay- ments, Education and Home Loans	4,834

HOSPITAL CONTACT DIVISION

This Division is dedicated to service to veterans within the hospitals and institutions of the Commonwealth and the Veterans Administration as directed by the Office of the Commissioner of Veterans' Services, for the purpose of securing Federal compensation, pension and medical benefits, as well as State administered benefits to which they may be entitled.

Various departments of the Commonwealth, including Mental Health, Public Health, Public Welfare and Correction, are constantly seeking the assistance of the Unit in obtaining these benefits for veterans under their care. The Department of Health alone is presently caring for approximately 1,500 veterans, with the records reflecting an admission and discharge rate of about 2,000 annually. Visits are made to these hospitals to interview veterans and hospital staff members; to review records and case histories to acquire information and evidence useful in the development of claims for Federal benefits. As directed by the Office of the Commissioner visits are made to private and Veterans Ad-

ministration Hospitals to interview patients and hospital officials for the purpose of assisting and advising in the development of claims for VA benefits, to discuss medical and other problems and to obtain medical reports for rating purposes.

On many occasions Local Agents of Veterans' Services enlist the cooperation of the Unit in securing pensions and compensation awards for the dependents of hospitalized veterans, thus alleviating expense to the community, and to assist in effecting admissions and transfers to VA hospitals. This Unit is often requested to negotiate with the Office of the VA Chief Attorney for the appointment of guardians and fiduciaries in the release of funds withheld for the benefit of incompetent veterans and their dependents.

This Division receives numerous requests for assistance in achieving admissions to VA hospitals for treatment of neuropsychiatric disorders. VA officials have been most cooperative in extending every courtesy and consideration on requests by this Office for admissions and transfers from State Hospitals to VA Hospitals. A gratifying measure of success has rewarded the efforts of the Department in accomplishing admissions and transfers of service-connected cases with a minimum of delay. VA Hospitals which accept neuropsychiatric patients in Massachusetts are operating at capacity and facilities simply do not exist for accommodation of all who seek admission to such hospitals. Accordingly, a priority system is prescribed by VA Central Office to govern and control admissions where applications exceed available facilities. Principally non-service-connected applications are affected by the priority system which determines the positions such applications will occupy on the waiting list for admission. In fairness to all concerned, VA Hospitals adhere closely to the priority system. Delay must always be expected on applications for non-service-connected admission to VA Neuropsychiatric Hospitals.

LEGISLATION IN 1957 AMENDING CHAPTER 115, GENERAL LAWS

Chapter 143

An Act relative to the care of Veterans' graves.

Chapter 158

An Act requiring credit unions to furnish certain information on demand in Veterans' Benefits cases.

Chapter 744

An Act relative to the rights, benefits and privileges of certain veterans and their dependents.

Chapter 749

An Act providing that a committee of the Executive Council shall hold public hearings, if so requested, on certain appeals from decisions of the Commissioner of Veterans' Services.

The Commonwealth of Massachusetts

ANNUAL REPORT

OF

Commissioner of Veterans' Services

for the year

1958

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MASSACHUSETTS



OFFICE OF COMMISSIONER OF VETERANS' SERVICES
15 ASHBURTON PLACE, BOSTON 8

September 15, 1958

To the Honorable Senate and the House of Representatives:

In compliance with the requirements of Chapter 115, Section 2, General Laws, as amended, I submit to you the annual report of the Commissioner of Veterans' Services.

The part relating to Veterans' Benefits is for the calendar year 1957.

The part relating to the work of the Pension-Compensation, Rehabilitation and Hospital Contact Divisions, is for the calendar year ending December 31, 1958; the report for the Blood Donor Service is for the fiscal year ending June 30, 1958.

This report also includes a detailed statement of the receipts and expenditures for personnel and incidentals for the fiscal year ending June 30, 1958.

Very truly yours

CHARLES N. COLLATOS,
Commissioner

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDED

JUNE 30, 1958

RECEIPTS

Reimbursement for Services — Veterans' Benefits	\$5,456.60
Reimbursement for Services — Burials	4,517.07

EXPENDITURES

Salaries of Commissioner and Deputies	25,199.37
Administrative Expense	
Permanent Employees	\$384,133.95
Accounts Payable	75.00 384,208.95
Temporary Employees	8,947.57
Subsidiaries	36,534.17
Accounts Payable	2,353.12 38,887.29
Reimbursement to Cities and Towns	
on Account of Veterans' Benefits	4,307,259.05
Annuities to Blind and Paraplegic	
Veterans	102,045.63
Equipment — Bond Issue	154.77

Financial Statement Verified .
 (Under Requirements of C.7, S.19GL)
 December 10, 1959

By Joseph T. O'Shea

Approved for publishing

Frederick J. Sheehan, *Comptroller*

VETERANS' BENEFITS

Chapter 115, General Laws, as amended

Application for Veterans' Benefits is filed in the city or town of legal settlement and referred by the local Agent to the Office of the Commissioner of Veterans' Services with recommendation. The Commonwealth reimburses cities and towns in settled cases to the amount of one-half authorized and actually paid.

In the case of veterans, or dependents, who are not settled, but have resided in the Commonwealth for three years next preceding the date of application, application is filed in the city or town of residence, and the amount approved and paid is reimbursed in full by the Commonwealth.

The number of persons aided during the year 1957 is as follows:

Settled	22,559
State Settled.....	699
War Allowance	5

Veterans' Benefits cases approved on monthly returns for the calendar year 1957 are classified as follows:

SETTLED CASES

<i>Civil War</i>	\$	43,645.27
Widows	48	
Children	5	
Total	53	
<i>Indian Campaigns</i>		5,520.06
Veteran	1	
Widows	9	
Total	10	
<i>War with Spain</i>		251,957.02
Veterans	79	
Widows	391	
Mothers	3	
Children	5	
Total	478	
<i>Second Nicaraguan Campaign</i>		45.00
Veteran	1	
<i>Dominican</i>		76.00
Veteran	1	
<i>Mexican Border</i>		22,675.16
Veterans	18	
Widows	22	
Total	40	
<i>World War I</i>		2,381,167.11
Veterans	3,057	
Wives	74	
Widows	2,439	
Mothers	287	

Fathers	55	
Children	38	
	<hr/>	
Total	5,950	
<i>World War II</i>		5,733,531.32
Veterans	7,566	
Wives	281	
Widows	449	
Mothers	3,787	
Fathers	919	
Children	77	
	<hr/>	
Total	13,079	
<i>Korean Emergency</i>		929,409.47
Veterans	1,749	
Wives	110	
Widows	41	
Mothers	779	
Fathers	260	
Children	9	
	<hr/>	
Total	2,948	
		<hr/>
Total		\$ 9,368,026.41

BREAKDOWN OF VETERANS' BENEFITS APPROVED FOR THE CALENDAR YEAR 1957

	<i>Approved</i>	<i>Cost to Commonwealth</i>
Ordinary Benefits	\$6,649,047.90	\$3,324,523.95
Fuel	559,120.59	279,560.295
Doctor	287,353.40	143,676.70
Medication	419,785.17	209,892.585
Hospital	1,307,016.72	653,508.36
Dental	50,523.15	25,261.565
Miscellaneous	95,210.23	47,605.115
Approved prior to deductions	\$9,368,057.16	\$4,684,028.58
Total reimbursement to Cities and Towns after adjustments		\$4,562,324.64

STATE SETTLED CASES

<i>Spanish War</i>		\$ 754.78
Widows	2	
Veterans	1	
	<hr/>	
Total	3	
<i>Mexican Border</i>		25.00
Veteran	1	
<i>World War I</i>		37,060.38
Veterans	86	
Wives	4	
Widows	20	

Mothers	2	
Total	112	
<i>World War II</i>		127,710.57
Veterans	330	
Wives	6	
Widows	6	
Mothers	46	
Fathers	7	
Children	1	
Total	396	
<i>Korean Emergency</i>		27,137.75
Veterans	139	
Wives	4	
Mothers	33	
Fathers	7	
Widows	1	
Total	184	
Total		\$ 202,688.48

BREAKDOWN OF VETERAN'S BENEFITS (STATE SETTLED) AS APPROVED FOR THE
CALENDAR YEAR 1957

Ordinary Benefits	\$156,191.84
Fuel	8,803.68
Doctor	3,235.85
Medication	6,611.38
Hospital	23,984.04
Dental	1,323.00
Miscellaneous	2,538.69
Approved prior to deductions	\$202,688.48
Total reimbursement to Cities and Towns after adjustments	\$202,681.07

ASSIGNMENTS AND LIENS

Chapter 493, Acts of 1954, captioned "An Act to Indemnify the Commonwealth and Cities and Towns thereof in certain Veterans' Benefits cases," enables Veterans' Agents and the Commissioner to protect the various municipalities and the Commonwealth from the eventual financial burden which some Veterans' Benefits cases may entail. It was an entirely new departure in Veterans' Benefits administration and, insofar as this office is aware, it marks the first Legislative change in the Common Law which holds that financial proceeds or financial damages in Personal Action claims and demands are not subject to lien, at least until after final judgment in Court.

From July 1954 through December 1958, returns from assignments amounted to \$69,157.74.

DETAIL OF BURIAL EXPENDITURES

Burial Allowance is provided in the case of a needy veteran and his dependents. The allowance is paid by the local authorities, on authorization of the State Office, and is reimbursed by the Commonwealth in the same manner as Veterans' Benefits.

The following represents the full amounts approved by the Commonwealth:

<i>Civil War</i>	\$	250.00
Widow	1	
<i>Indian War</i>		236.86
Widow	1	
<i>War with Spain</i>		3,490.05
Veterans	5	
Widows	13	
Total	18	
<i>Mexican Border</i>		250.00
Veteran	1	
<i>World War I</i>		26,377.48
Veterans	117	
Wives	7	
Widows	23	
Mothers	16	
Fathers	6	
Total	169	
<i>World War II</i>		19,754.81
Veterans	39	
Wives	8	
Widow	1	
Mothers	30	
Fathers	12	
Children	25	
Total	115	
<i>Korean Emergency</i>		4,230.70
Veterans	7	
Wife	1	
Mothers	5	
Fathers	6	
Children	9	
Total	28	
STATE SETTLED		
<i>World War I</i>	\$	900.00
Veterans	5	
Wife	1	
<i>World War II</i>		490.00
Mothers	2	
Total reimbursement to Cities and Towns	\$	28,604.12

Claims were filed with the Social Security Administration for Lump Sum Death Payment under Section 202, paragraph g. of the Social Security Act.

Receipts amounted to \$8,454.81 of which \$3,937.74 was paid to cities and towns in settled cases.

REIMBURSEMENT TO CITIES AND TOWNS FOR VETERANS' BENEFITS

<i>Monthly Returns</i>	<i>Date Reimbursed</i>
January 1957	October 2, 1957
February 1957	November 5, 1957
March 1957	December 10, 1957
April 1957	January 17, 1958
May 1957	February 18, 1958
June 1957	March 19, 1958
July 1957	April 16, 1958
August 1957	May 14, 1958
September 1957	July 1, 1958
October 1957	July 15, 1958
November 1957	August 22, 1958
December 1957	October 15, 1958

STATE WAR ALLOWANCE

State War Allowance was granted to the dependents of men serving in the Armed Forces of the United States. This was provided by Chapter 2, Acts of 1942, enacted by the Special Session of the Legislature.

Chapter 209 of the Acts of 1956 extended War Allowance to the dependent relatives of any person in the Armed Forces of the United States while the United States is engaged in hostilities under the flag of the United Nations, or in a state of war arising out of and as a result of such hostilities, until discharge of the serviceman or until January 31, 1957, whichever date is earlier.

State War Allowance is paid by cities and towns and is reimbursed in full by the Commonwealth.

<i>Expended in 1957</i>	\$248.00
Mothers	5

ANNUITIES FOR PARAPLEGIC AND BLIND VETERANS

Chapter 115 of the General Laws, as amended by Chapter 660, Acts of 1949, Chapter 530, Acts of 1953, and Chapter 567, Acts of 1956, provides for the payment of an annuity of \$500 per annum, to be paid monthly, to the following:

A veteran who, according to the records of the Veterans Administration of the United States government, has suffered permanent impairment of vision of both eyes of the following status: central visual acuity of 5/200 or less in the better eye, with corrective glasses, or central visual acuity of 5/200 if there is a field defect in which the peripheral field has contracted to such an extent that the widest diameter of visual field subtends an angular distance no greater than twenty degrees in the better eye; a veteran who is suffering from paraplegia and has permanent paralysis of both legs and lower parts of the body, resulting from traumatic injury to the spinal cord or brain, sustained through enemy action, or accident while in such military or naval service, and a veteran who has permanent

paralysis of both legs and lower parts of the body, resulting from malaria, anemia, other forms of disease, tumors or poisoning which may produce signs and symptoms similar to those resulting from traumatic paraplegia and certified by said Veterans Administration to be service-connected.

A veteran to be eligible must have resided in Massachusetts at time of acceptance for War-time service.

The cost for the fiscal year ending June 30, 1958 was \$102,045.63.

SPANISH WAR REIMBURSEMENT FUND

The sum of \$25.00 was expended during the fiscal year ending June 30, 1958, under the provisions of Chapter 280, Acts of 1928.

BLOOD DONOR SERVICE

Blood Donor Service was established in the Office of the Commissioner of Veterans' Services on July 1, 1948 with a Supervisor of Blood Donations in charge.

During the period from July 1, 1957 through June 30, 1958, there were approximately 3,719 donors. This represents a 7.7% increase over the previous year and the largest amount collected since the inception of the program. The monetary value is \$92,975.00.

The blood was donated within the borders of the Commonwealth to (1) the Blood Program of the American Red Cross and (2) the blood banks of private, State and Federal hospitals. This figure represents only the actual number of pints of blood reported to this office. We feel certain that the number of actual donors is significantly higher but it has been impossible to devise a system whereby all donors will be reported to this office.

The blood needs of 312 patients in private hospitals in Massachusetts, in addition to patients in Veterans Administration Hospitals and Soldiers' Homes were cared for. All qualified veterans and their dependents were covered to the full extent of our ability to do so.

CONTACT DIVISION

The following is a summary of the work performed by the section of the Veterans' Services known as the Claims and Pension Division located at the Veterans Administration Regional Office, Room 634, One Beacon Street.

This Division is charged with the important function of carrying out the provisions of Chapter 599, as amended by the Acts of 1946, namely: assisting veterans and their dependents in obtaining all the benefits they are entitled to under the Federal Laws administered by the Veterans Administration.

This office through the medium of Power-of-Attorney procured compensation and pensions for veterans and their dependents during the year 1958 in the amount of \$2,138,250.96, an increase over the previous year of \$242,046.20.

AATIVITIES PERFORMED DURING 1958

1. Personal visits by veterans and/or dependents to office	10,296
2. New claims for compensation and pension including live and death cases	3,692
3. Requests for review — old or disallowed claims	3,796
4. New claims for dental and medical Out-Patient Treatment	936
5. Arrangements for hospitalization	1,196
6. Arrangements made for Out-Patient Treatment	1,872
7. Arrangements made for Dental Treatment	208
8. Cases reviewed at Service Tables	7,436
9. Board appearances and hearings	3,224
10. Interview with agents	780
11. Federal insurance cases	936

12. Educational and Rehabilitation Problems	312
13. Handling physical evaluation board retirement cases for physical disability retirement	208
14. Loan Guaranty cases at \$10,000	430
15. Checking Veterans Administration Finance for Agents	3,848
16. Requests for Civil Service letters	728
17. Requests for Tax Abatement letters for five months' period from June through October	1,692
18. Veterans' Benefits referred from Veterans Administration and Service Organizations	1,084
19. Assisting veterans in preparing State Bonus applications	78
20. Contacting Legal Division regarding Appointment of Fiduciary of incompetent veterans	739

REHABILITATION DIVISION

SUMMARY OF SERVICES

The monetary value of benefits accrued to veterans and their dependents through the efforts of this Division include:

1. Education and Training

a. Application for training under P. L. 550 and P. L. 894	647
b. Application for training under P. L. 16, P.L. 190 and P.L. 610 ..	44
c. Total actions for P. L. 550, P. L. 894 and P. L. 15	5,638
d. Certificates issued for above 7-1993	1,022
e. Enrollment certificates received 7-1999	1,020
f. Appeals filed — Hearings	11
g. Monthly reports filed — 7-1996 a/b	923
h. War Orphans Education Program — P. L. 634	63
i. Out-of-State actions	61
j. Total amount issued on awards	\$744,446.00
k. Counseling applications filed	429

Due to the fact that we were to get the actual figures on all certificates of reasonable value, we have computed the figures for the year 1958 in dollars and cents at a minimum basis as follows:

2. Loan Guaranty

a. Certificates of eligibility	979
b. Restoration of entitlement	265
c. Certificates of reasonable value	979
d. Certificates of Guaranty	301
e. Total actions taken on loans	6,002
f. Approximated estimates of mortgages	\$15,325,000.00
g. Certificates of eligibility issued via Legislative reports	156
h. Actions taken via Legislative requests	870
i. Approximated estimate of Legislative loans	\$2,393,000.00

3. Miscellaneous

a. General information requests	428
b. Tax and Civil Service letters	304
c. Folders transferred — in and out	109
d. Finance queries re Compensation, Pension, Subsistence, overpayments, Education and Home Loans	5,726

HOSPITAL CONTACT DIVISION

This Division is dedicated to service to veterans within the hospitals and institutions of the Commonwealth and the Veterans Administration as directed

by the Office of the Commissioner of Veterans' Services, for the purpose of securing Federal compensation, pension and medical benefits, as well as State administered benefits to which they may be entitled.

Various departments of the Commonwealth, including Mental Health, Public Health, Public Welfare and Correction, are constantly seeking the assistance of the Unit in obtaining these benefits for veterans under their care. The Department of Health alone is presently caring for approximately 1,600 veterans, with the records reflecting an admission and discharge rate of about 2,000 annually. Visits are made to these hospitals to interview veterans and hospital staff members; to review records and case histories to acquire information and evidence useful in the development of claims for Federal benefits. As directed by the Office of the Commissioner visits are made to private and Veterans Administration Hospitals to interview patients and hospital officials for the purpose of assisting and advising in the development of claims for VA benefits, to discuss medical and other problems and to obtain medical reports for rating purposes.

On many occasions local Agents of Veterans' Services enlist the cooperation of the Unit in securing pensions and compensation awards for the dependents of hospitalized veterans, thus alleviating expense to the community, and to assist in effecting admissions and transfers to VA hospitals. This Unit is often requested to negotiate with the Office of the VA Chief Attorney for the appointment of guardians and fiduciaries in the release of funds withheld for the benefit of incompetent veterans and their dependents.

This Division receives numerous requests for assistance in achieving admissions to VA hospitals for treatment of neuropsychiatric disorders. VA officials have been most cooperative in extending every courtesy and consideration on requests by this Office for admissions and transfers from State Hospitals to VA Hospitals. A gratifying measure of success has rewarded the efforts of the Department in accomplishing admissions and transfers of service-connected cases with a minimum of delay. VA Hospitals which accept neuropsychiatric patients in Massachusetts are operating at capacity and facilities simply do not exist for accommodation of all who seek admission to such hospitals. Accordingly, a priority system is prescribed by VA Central Office to govern and control admissions where applications exceed available facilities. Principally non-service-connected applications are affected by the priority system which determines the positions such applications will occupy on the waiting list for admission. In fairness to all concerned, VA Hospitals adhere closely to the priority system. Delay must always be expected on applications for non-service-connected admission to VA Neuropsychiatric Hospitals.

LEGISLATION IN 1958 AFFECTING THE OFFICE OF THE COMMISSIONER OF VETERANS' SERVICES

Chapter 236

An Act extending the term for which a Commissioner of Veterans' Services shall be appointed.

Chapter 487

An Act creating a lien upon the real estate of certain recipients of Veterans' Benefits.

Chapter 127 of the Resolves

Resolve providing for an investigation and study by a special commission relative to certain matters relating to Veterans' Affairs.

The Commonwealth of Massachusetts

ANNUAL REPORT

of

Commissioner of Veterans' Services

for the years

1959-1960

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MASSACHUSETTS



OFFICE OF COMMISSIONER OF VETERANS' SERVICES
15 ASHBURTON PLACE, BOSTON 8

September 15, 1961

To the Honorable Senate and the House of Representatives:

In compliance with the requirements of Chapter 115, Section 2, General Laws, as amended, I submit to you the annual report of the Commissioner of Veterans' Services.

The part relating to Veterans' Benefits is for the calendar years 1958 and 1959.

There are sections relating to the work of the Pension-Compensation, Rehabilitation, Hospital Contract and Blood Donor Divisions.

This report also includes a detailed statement of the receipts and expenditures for personnel and incidentals for the fiscal years ending June 30, 1959 and June 30, 1960.

Very truly yours,

CHARLES N. COLLATOS,

Commissioner

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDED
JUNE 30, 1959

RECEIPTS

Department Income	\$10,881.85
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EXPENDITURES

Salaries of Commissioner and Deputies	\$24,892.83
Permanent Employees	368,746.92
Temporary Employees	10,198.22
Student Interne	532.00
Office Expense	36,300.28
Reimbursement to Cities and Towns on Account of Veterans' Benefits	4,216,968.33
Annuities to Blind and Paraplegic Veterans	106,905.80

Financial Statement Verified
(Under Requirements of C. 7, § 19, GL)
May 31, 1961

By L. A. BURKE

Approved for Publishing

JOSEPH ALECKS, *Comptroller*

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDED
JUNE 30, 1960

RECEIPTS

Department Income	\$7,344.56
-------------------------	------------

EXPENDITURES

Salaries of Commissioner and Deputies	\$22,433.74
Permanent Employees	377,472.00
Temporary Employees	12,163.65
Student Interne	672.00
Office Expense	38,096.39
Reimbursement to Cities and Towns on Account of Veterans' Benefits	5,486,164.02
Annuities to Blind and Paraplegic Veterans	109,911.51

Financial Statement Verified
(Under Requirements of C. 7, § 19, GL)
May 31, 1961

L. A. BURKE

Approved for Publishing

JOSEPH ALECKS, *Comptroller*

VETERANS' BENEFITS

Chapter 115, General Laws, as amended

Application for Veterans' Benefits is filed in the city or town of legal settlement and referred by the local Agent to the Office of the Commissioner of Veterans' Services with recommendation. Payments are made by the local authorities and the Commonwealth reimburses cities and towns to the amount of one-half authorized and actually paid in settled cases.

In State settled cases, application is filed in the city or town of residence, and cities and towns are reimbursed in full by the Commonwealth.

Burial Allowance is provided in the cases of needy veterans and dependents and reimbursement is made to Cities and Towns in the same manner as Veterans' Benefits.

The following are the reimbursements made by the Commonwealth for the calendar year 1958:

	<i>Veterans' Benefits (one-half)</i>	<i>Veterans' Benefits (full)</i>	<i>Burials</i>	<i>Total</i>
January	\$437,279.16	\$18,255.07	\$3,194.12	\$458,728.35
February	458,095.10	24,250.50	3,045.15	485,390.75
March	469,024.94	22,307.18	1,768.55	493,100.67
April	481,179.02	22,067.38	2,901.57	506,147.97
May	461,838.12	21,536.18	2,467.48	485,841.78
June	451,817.03	20,663.49	1,994.75	474,475.27
July	420,267.91	20,291.83	2,021.24	442,580.98
August	406,310.04	21,177.33	2,671.22	430,158.59
September	394,772.37	18,856.42	1,920.03	415,548.82
October	444,635.91	25,132.46	1,493.92	471,262.29
November	468,288.52	22,265.93	1,115.73	491,670.18
December	522,401.00	25,829.74	2,258.95	550,489.69
	<hr/> \$5,415,909.12	<hr/> \$262,633.51	<hr/> \$26,852.71	<hr/> \$5,705,395.34

The following are the reimbursements made by the Commonwealth for the calendar year 1959:

	<i>Veterans' Benefits (one-half)</i>	<i>Veterans' Benefits (full)</i>	<i>Burials</i>	<i>Total</i>
January	\$498,492.59	\$26,326.47	\$1,700.66	\$526,519.72
February	505,981.59	27,136.60	1,590.40	534,708.59
March	525,559.27	29,872.39	1,403.69	556,835.35
April	525,402.16	26,916.43	3,108.30	555,426.89
May	477,848.07	25,033.98	2,488.72	505,370.77
June	451,221.11	19,500.75	4,244.21	474,966.07
July	453,128.97	22,655.08	2,454.34	478,238.39
August	423,368.39	23,080.49	2,631.52	449,080.40
September	427,312.91	20,168.42	2,699.38	450,180.71
October	442,120.87	24,166.84	2,055.04	468,342.75
November	455,943.06	21,508.62	2,541.91	479,993.59
December	513,381.65	25,958.31	1,921.07	541,261.03
	<hr/> \$5,699,760.64	<hr/> \$292,324.38	<hr/> \$28,839.24	<hr/> \$6,020,924.26

Cases approved on monthly Returns for Veterans' Benefits for the calendar year 1958 were as follows:

	<i>Settled</i>	<i>State Settled</i>
January	10,477	260
February	10,803	238
March	11,185	259
April	11,198	367
May	11,083	231
June	10,858	233
July	10,680	222
August	9,837	244
September	10,099	232
October	10,458	235
November	10,399	233
December	10,836	262

Cases approved on monthly Returns for Veterans' Benefits for the calendar year 1959 were as follows:

	<i>Settled</i>	<i>State Settled</i>
January	10,638	296
February	10,974	290
March	10,589	287
April	10,728	263
May	10,383	248
June	10,194	244
July	10,154	230
August	9,907	235
September	9,291	233
October	9,912	249
November	9,782	243
December	10,026	262

State Burial claims approved as follows:

Calendar year 1958	Settled—316	State Settled—9
Calendar year 1959	Settled—317	State Settled—9

ANNUITIES FOR PARAPLEGIC AND BLIND VETERANS

Chapter 115 of the General Laws, as amended by Chapter 660, Acts of 1949, Chapter 530, Acts of 1953, and Chapter 567, Acts of 1956, provides for the payment of an annuity of \$500 per annum, to be paid monthly, to the following:

A veteran who, according to the records of the Veterans Administration of the United States government, has suffered permanent impairment of vision of both eyes of the following status: central visual acuity of 5/200 or less in the better eye, with corrective glasses, or central visual acuity of 5/200 if there is a field defect in which the peripheral field has contracted to such an extent that the widest diameter of visual field subtends an angular distance no greater than twenty degrees in the better eye; a veteran who is suffering from paraplegia and has permanent paralysis of both legs and lower parts of the body, resulting from traumatic injury to the spinal cord or brain, sustained through enemy action, or accident while in such military or naval service, and a veteran who has permanent paralysis of both legs and lower parts of the body, resulting from malaria, anemia, other forms of disease, tumors or poisoning which may pro-

duce signs and symptoms similar to those resulting from traumatic paraplegia and certified by said Veterans Administration to be service-connected.

A veteran to be eligible must have resided in Massachusetts at time of acceptance for War-time service, and must be domiciled in Massachusetts while in receipt of the grant.

The cost for the fiscal year ending June 30, 1959 was \$106,905.80; for the fiscal year ending June 30, 1960 was \$109,911.51.

BLOOD DONOR SERVICE

Blood Donor Service was established in the Office of the Commissioner of Veterans' Services on July 1, 1958 with a Supervisor of Blood Donations in charge.

There were approximately 2,844 donors during the period from July 1, 1958 through June 30, 1959, with a monetary value of \$71,100.

There were approximately 4,533 donors during the period from July 1, 1959 through June 30, 1960, with a monetary value of \$113,325.

The blood was donated within the borders of the Commonwealth to (1) the Blood Program of the American Red Cross and (2) the blood banks of private, State and Federal Hospitals. This figure represents only the actual number of pints of blood reported to this office. We feel certain that the number of actual donors is significantly higher but it has been impossible to devise a system whereby all donors will be reported to this office.

The blood needs of 258 patients were cared for in the first period to June 30, 1959; and 441 patients in the second period to June 30, 1960. The patients were in private hospitals in Massachusetts, in addition to patients in Veterans Administration Hospitals and Soldiers' Homes. All qualified veterans and their dependents were covered to the full extent of our ability to do so.

VETERANS' BONUS

Chapter 417 of the Acts of 1959 authorized the continuation of the functions of the Veterans' Bonus Commission for a certain period and designated the Commissioner of Veterans' Services as the Director thereof. This provides for those veterans of the Korean hostilities who have not as yet received recognition for their services may continue to apply for and receive a bonus under the law.

The duties were taken over as of July 1, 1959 and for the fiscal year ending June 30, 1960, six hundred and seventy-seven claims were approved at a cost of \$140,100. There were refunds amounting to \$75.00 on demands made prior to July 1, 1959.

SPANISH-AMERICAN WAR REIMBURSEMENT FUND

Under the provisions of Chapter 280, Acts of 1928, the sum of \$29.70 was expended in the fiscal year ending June 30, 1959. The sum of \$196.80 was expended in the fiscal year ending June 30, 1960, of which \$15.00 was refunded by reason of the decease of a veteran.

CONTACT OFFICE

The Contact Division of the Office of the Commissioner of Veterans' Services is located in the Boston Regional Office of the Veterans Administration at One Beacon Street, Boston. In this office there are eight full-time paid employees properly accredited to present claims before the Veterans Administration. In addition to these accredited representatives, the office has four full-time stenographic employees.

This office acts as a liaison between the State and Federal agencies and other State Governments, and between State and private agencies concerning veterans' problems and Federal aids to veterans. Its principal instrument is the Power of Attorney (P-22) from which, when signed by a veteran or his dependent or heir authorizes the Commissioner of Veterans' Services to act as a legal repre-

sentative of such person in all matters pertaining to the prosecution and settlement of such claims on account of military service. This office has been accredited by Congress and by the General Court (S. 22, C. 6, G.L.) to represent the interest of approximately 900,000 veterans and their dependents residing in the Commonwealth.

The office is staffed with skilled specialists who prepare, develop and prosecute claims for veterans and/or their dependents for benefits they are entitled to under the laws of the Veterans Administration.

The type of claims and services include

- (a) Compensation, pension, dependency and indemnity benefits, disability insurance, NSLI, review of discharges, obtainment of disability retirement pay when denied by the Armed Services.
- (b) Assistance with applications for prosthetic appliances, medical, dental and hospital care, burial allowance, accrued benefits, guardianship, and emergency hospital and medical care.
- (c) Assistance and guiding applicants who have problems relating to their education and/or training programs.
- (d) Applicants are given help in connection with their VA Loan Guaranty program.

The office maintains a working liaison with approximately three hundred and fifty-one local and district directors of Veterans' Services relative to all Veterans Administration matters. (This is in accordance with the provisions of Chapter 599, as amended by the Acts of 1946.) Since local agents are not accredited and do not have access to the records in the custody of the Veterans Administration, it logically follows that such cases must be referred to our Contact Office, if the veteran or dependent wishes us to have the Power of Attorney for successive actions involving review of records and appearances before the officials of the Veterans Administration. On cases requiring development, the local agent and/or the veteran is contacted and advised how to procure such evidence.

A member of the office visits the Providence Office of the Veterans Administration once a week in order to service all the needs of our veterans and their dependents of this State who come under the jurisdiction of the Providence Office. Approximately twenty cases are handled each week which have been referred by the local agents south of Plymouth.

For the year 1959, the office procured compensation and pensions for veterans and their dependents in the amount of \$2,202,397.00 and the following are the activities performed:

1. Personal visits by veterans and/or dependents to office	10,733
2. New claims for compensation and pension including live and death cases	3,840
3. Requests for review—old or disallowed claims	3,948
4. New claims for dental and medical Out-Patient treatment	974
5. Arrangements made for hospitalization	1,244
6. Arrangements made for Out-Patient medical treatment	1,948
7. Arrangements made for dental treatment	220
8. Cases reviewed at Service Tables	7,734
9. Board appearances and hearings	3,353
10. Interviews with agents	851
11. Federal Insurance cases	983
12. Educational & Rehabilitation Problems	324
13. Handling physical evaluation board retirement cases for physical disability retirement	218
14. Loan Guaranty cases at \$10,000 each	447
15. Checking Veterans Administration Finance for Agents	4,002
16. Requests for Civil Service Letters	757
17. Requests for Tax Abatement Letters for five months' period, June through October	1,760

18. Veterans Benefits referred from Veterans Administration and Service Organizations	1,137
19. Assisting veterans in preparing State Bonus applications	60
20. Contacting Legal Division re Appointment of Fiduciary of Incompetent Veterans	779

For the year 1960, the amount procured was \$2,429,280.65. Approximately seventy per cent of this amount is reflected in the great savings to the Cities and Towns by reducing the amount of Veterans' aid to be paid, which helps to keep the tax rate down. This money is also instrumental in aiding local business. The following are the activities performed:

1. Personal visits by veterans and/or dependents to office	11,119
2. New claims for compensation and pension including live and death cases	4,024
3. Requests for review—old or disallowed claims	4,138
4. New claims for dental and medical Out-Patient treatment	1,038
5. Arrangements made for hospitalization	1,304
6. Arrangements made for Out-Patient medical treatment	2,041
7. Arrangements made for dental treatment	170
8. Cases reviewed at Service Tables	8,253
9. Board appearances and hearings	3,514
10. Interviews with agents	850
11. Federal Insurance cases	1,038
12. Educational & Rehabilitation Problems	342
13. Handling physical evaluation board retirement cases for physical disability retirement	196
14. Loan Guaranty cases at \$10,000 each	395
15. Checking Veterans Administration Finance for Agents	4,271
16. Requests for Civil Service Letters	808
17. Requests for Tax Abatement Letters for five months' period from June through October	1,878
18. Veterans Benefits referred from Veterans Administration and Service Organizations	1,203
19. Assisting veterans in preparing State Bonus applications	45
20. Contacting Legal Division re Appointment of Fiduciary of Incompetent Veterans	820

HOSPITAL CONTACT DIVISION

The Division endeavors to extend contact service to veterans undergoing hospitalization in public, private and VA hospitals within the Commonwealth and to provide cooperation and assistance to other Departments of the Commonwealth and local Veterans' Agents wherever appropriate.

One fundamental activity is the continuing effort to establish and develop the entitlement of veteran-patients within the State Mental Hospitals for transfer to VA Hospitals and for monetary benefits. Advice and assistance is extended to veterans seeking direct admissions to VA General Medical hospitals for treatment of physical disorders.

Massachusetts is favored with three capacious VA hospitals primarily for care and treatment of veterans suffering from neuropsychiatric disorders: one at Northampton, another at Brockton and a third at Bedford. Also, the Boston VA Hospital maintains a section assigned to treatment of veterans suffering from acute neuropsychiatric disorders. Notwithstanding these generous VA facilities, there are presently under psychiatric care in our State Hospitals approximately 1,340 veterans, most of whom are eligible for admission to VA hospitals on a Non-Service Connected basis, if and when VA facilities become available. We endeavor to sustain consciousness of these veterans by the VA and to insure commensurate review of their entitlement for transfer to VA hospitals.

The Hospital Contact Division is assigned two employees. One-half of the activities of each employee is devoted to field duties in the various hospitals while the remaining half time is invested at the Contact Office within the VA

Building. A substantial part of the duties involve reviewing records at the hospitals and within the several Divisions of the Veterans Administration. Discussions must be held with hospital and VA officials. Relatives and representatives of veterans are interviewed and advised concerning evidence necessary in the prosecution of claims for benefits. Assistance is given in the preparation of applications and reports. Necessary records are created and maintained to insure an orderly progression of activity on each case as circumstances suggest. Reports and correspondence are prepared as required.

We wish to express our thanks for the cooperation and consideration extended by the various employees of the several State and VA hospitals, by the Regional and Field Offices of the VA, by the local Veterans' Agents, and others whose fine cooperation has enabled the Division to perform its functions effectively.

REHABILITATION DIVISION—CONTACT OFFICE

The summary of services shown herewith indicates the broad scope of operations which the Rehabilitation Division is required to maintain in attending to all the requests for help and service it receives.

This report shows an increase in requests for help on matters which require counseling or guidance. For example—in 1959 this Division furnished individual, Vocational, Job and Personal counseling to about 900 veterans.

In 1959 the Rehabilitation Division received a greater number of problems relating to training and education than was the case in 1958. The number of problems relating to G.I. Loans, referred to this unit in 1959, were likewise more numerous and more involved than the number handled in 1958 due to restoration of previous applications for loans and certificates of eligibility.

In the broad field of training and education, affecting veterans of World War II, and those with Korean service, Congress first provided for the rehabilitation of the disabled. It enacted Public Law 16 for the disabled during the Korean period. Congress, in addition to Public Law 16 and Public Law 894, enacted Public Law 190 to provide for those who voluntarily enlisted in October 6, 1945 to October 5, 1946, and who might otherwise lose their entitlement due to the deadline established by the earlier statutes.

For the non-disabled veteran of World War II a program of G.I. training was established by Congress under Public Law 346. On August 20, 1952, Public Law 550 became effective and provided for training and education of the non-disabled veteran who served during the Korean period commencing June 27, 1950.

In addition to the large number of Public Law 16, Public Law 894 and Public Law 190 eligibles referred to, and serviced by the Division, in connection with problems relating to their training, an increasingly heavy demand for services of the Division are being received from veterans who served during the Korean period.

Because of the radical and confusing changes in Public Law 550, as compared to Public Law 346, and a whole series of new forms, new eligibility requirements, different handling of training allowances and extremely strict regulations governing training enrollment, and G.I. Loans, the Rehabilitation Division work in this field has decreased.

In processing the requests involving training and education a great many steps must be taken—some of which include the following:

- (a) Checking applications submitted for proper completion, seeing that correct forms are filed.
- (b) Checking with the Massachusetts Department of Education and the Division of Apprentice Training. When necessary, contacting veteran's employer of the Training Institution.
- (c) Checking with Finance Division to determine whether correct reports received and are in order.

The preceding actions are necessary to expedite the awarding of subsistence to the veteran and his family thus eliminating his having to seek financial aid from other agencies.

On questions relating to G.I. Loans referred to the Division, these are varied and sometimes complex. When a veteran applies for a certificate of eligibility, a check is made to see if he is entitled to a G.I. Loan and his papers are examined to see if he has ever been issued a certificate.

Veterans, who through reasons beyond their control are required to dispose of their homes, or because of medical reasons wish to acquire another home, are assisted in obtaining a restoration of their entitlement. This procedure is rather long and drawn out and it is to our credit that we are able to expedite quite a few applications for the veterans.

The Korean G.I. Bill reached its seventh anniversary after having serviced over 1,500,000 Korean veterans in their goal to train for virtually every type of career and occupation found in America. Many more veterans are expected to make use of their Korean G.I. training benefits before the program expires in 1965. The training program has reached its peak, of the three quarters of a million veterans who are taking this advantage, about 450,000 will be college students. After that, the numbers are expected to continue to drop off until the program reaches its end in 1965.

On October 1, 1956, Public Law 634 of the 84th Congress was enacted. This law is known as the War Orphans' Education Program. More than 150,000 children of deceased veterans, who died from service-connected disabilities, are expected to be eligible for Government grants to further their education, consequently, we have received numerous calls and inquiries on this law. Due to this, an educational program is being established by the Division to instruct the agents in processing claims for training under Public Law 634.

SUMMARY OF SERVICES

The monetary value of benefits accrued to veterans and their dependents through the efforts of this Division include:

	1959	1960
1. <i>Education and Training</i>		
a. Application for training under P. L. 550 and P. L. 894	324	215
b. Application for training under P. L. 16, P. L. 190 and P. L. 610	18	3
c. Total actions for P. L. 550, P. L. 894 and P. L. 15	2,317	1,879
d. Certificates issued for above 7-1993	511	208
e. Enrollment certificates received 7-1999	408	327
f. Appeals filed—Hearings	3	0
g. Monthly reports filed—7-1996 a/b	309	128
h. War Orphans' Education Program—P. L. 634	117	201
i. Out-of-State actions	23	9
j. Total amount issued on awards	\$448,110.00	\$82,641.00
k. Counseling applications filed	72	8
2. <i>Loan Guaranty</i>	1959	1960
a. Certificates of eligibility	1,182	1,300
b. Restoration of entitlement	307	208
c. Certificates of reasonable value	823	725
d. Certificates of Guaranty	212	193
e. Total actions taken on loans	6,182	8,324
f. Approximated estimates of mortgages	none	\$17,462.00
g. Certificates of eligibility issued via Legislative reports	192	181
h. Actions taken via Legislative requests	749	803
i. Approximated estimate of Legislative loans	\$972,826.00	\$483,000.00
3. <i>Miscellaneous</i>	1959	1960
a. General information requests	503	743
b. Tax and Civil Service letters	392	209
c. Folders transferred—in and out	43	26
d. Finance queries re Compensation, Pension, Subsistence, Overpayments, Education and Home Loans	4,376	6,843

LEGISLATION IN 1959 AFFECTING THE OFFICE OF THE
COMMISSIONER OF VETERANS' SERVICES

Resolves, Chap. 98—Resolve providing for an investigation by the judicial council relative to the lien upon the real estate of certain recipients of Veterans' Benefits.

Acts, Chap. 417—An Act authorizing the continuation of the functions of the Veterans' Bonus Commission for a certain period and designating the Commissioner of Veterans' Services as the Director thereof.

LEGISLATION IN 1960 AFFECTING THE OFFICE OF THE
COMMISSIONER OF VETERANS' SERVICES

Acts, Chap. 648—An Act providing for the enforcement of certain decisions of the Commissioner of Veterans' Services.

Acts, Chap. 690—An Act providing for reimbursement by the Commonwealth to the Town of Chester for certain expenditures for Veterans' Benefits.

Acts, Chap. 792—An Act authorizing liens on Workmen's Compensation payments to the extent of Veterans' Benefits paid to the employee.

The Commonwealth of Massachusetts

MASS.
DOCS.
COLL.

ANNUAL REPORT

of

Commissioner of Veterans' Services

for the years

1961-1962

Government Documents
Collection

AUG 4 - 1969

University of Massachusetts



OFFICE OF COMMISSIONER OF VETERAN'S SERVICES

15 ASHBURTON PLACE, BOSTON 8

July 1, 1963

To the Honorable Senate and the House of Representatives:

In compliance with the requirements of Chapter 115, Section 2, General Laws, as amended, I submit to you the annual report of the Commissioner of Veterans' Services for 1961 and 1962.

The section which relates to Veterans' Benefits is for the calendar years 1960 and 1961.

There are sections relating to the various divisions of the department.

This report also includes a detailed statement of the receipts and expenditures for personnel and incidentals for the fiscal years ending June 30, 1961 and June 30, 1962.

Very truly yours,

CHARLES N. COLLATOS

Commissioner

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDED
JUNE 30, 1961

RECEIPTS

Department Income	\$6,655.38
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EXPENDITURES

Salaries of Commissioner and Deputies	25,271.00
Permanent Employees	424,993.10
Temporary Employees	6,427.77
Student Interne	552.00
Office Expense	45,864.39
Reimbursement to Cities and Towns on Account of Veterans' Benefits	5,852,410.65
Annuities to Blind and Paraplegic Veterans	114,927.61
Town of Chester	1,016.97

Financial Statement Verified
(Under requirements of C. 7, § 19 GL)
May 23, 1962

By JOSEPH T. O'SHEA
For the Comptroller

Approved for Publishing
JOSEPH ALECKS, *Comptroller*

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDED
JUNE 30, 1962

RECEIPTS

Department Income	\$5,311.15
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EXPENDITURES

Salaries of Commissioner and Deputies	24,139.60
Permanent Employees	435,839.60
Temporary Employees	8,600.00
Office Expense	42,407.60
Reimbursement to Cities and Towns on Account of Veterans' Benefits	4,999,993.40
Annuities to Blind and Paraplegic Veterans	118,681.43
Korean Bonus	56,500.00

Financial Statement Verified
(Under requirements of C. 7, § 19 GL)
June 5, 1963

By JOSEPH T. O'SHEA
For the Comptroller

Approved for Publishing
JOSEPH ALECKS, *Comptroller*

VETERANS' BENEFITS

Chapter 115, General Laws, as amended

Application for Veterans' Benefits is filed in the city or town of legal settlement and referred by the local Agent, with recommendation, to the Office of the Commissioner of Veterans' Services. Payments are made by the local authorities and the Commonwealth reimburses cities and towns to the amount of one-half authorized and actually paid in settled cases.

In State Settled cases, application is filed in the city or town of residence, and cities and towns are reimbursed in full by the Commonwealth.

Burial Allowance is provided in the cases of needy veterans and dependents and reimbursement is made to cities and towns in the same manner as Veterans' Benefits.

The following are the reimbursements made by the Commonwealth during the calendar year 1960:

	<i>Veterans' Benefits (one-half)</i>	<i>Veterans' Benefits (full)</i>	<i>Burials</i>	<i>Total</i>
January	\$423,890.23	\$23,103.19	\$1,551.18	\$448,544.60
February	506,833.47	20,222.76	1,557.45	528,613.68
March	583,585.30	25,640.82	3,117.69	612,343.81
April	539,900.77	25,993.46	2,451.47	568,345.70
May	533,090.19	23,152.88	1,297.26	557,540.33
June	476,807.07	22,744.78	4,059.32	503,611.17
July	422,577.30	23,115.73	417.50	446,110.53
August	414,900.72	22,523.12	1,165.05	438,588.89
September	400,307.14	24,655.39	2,917.02	427,879.55
October	463,965.07	19,243.39	1,764.43	484,972.89
November	459,219.10	20,956.76	945.50	481,121.36
December	528,982.08	24,102.30	1,667.50	554,751.88
	<hr/> \$5,754,058.44	<hr/> \$275,454.58	<hr/> \$22,911.37	<hr/> \$6,052,424.39

Cases approved on monthly Returns for Veterans' Benefits for calendar year 1960:

	<i>Settled</i>	<i>State Settled</i>
January	9,842	255
February	10,958	249
March	11,424	277
April	11,158	288
May	10,773	250
June	10,319	235
July	9,780	271
August	9,775	228
September	9,310	228
October	9,986	216
November	9,773	231
December	10,321	244

The following are the reimbursements made by the Commonwealth during the calendar year 1961:

	<i>Veterans' Benefits (one-half)</i>	<i>Veterans' Benefits (full)</i>	<i>Burials</i>	<i>Total</i>
January	\$522,043.61	\$23,985.88	\$2,640.80	\$548,670.29
February	467,455.88	19,770.22	2,267.61	489,493.71
March	558,660.79	26,104.23	2,226.27	586,991.29
April	525,176.63	26,411.69	2,204.16	553,792.48
May	493,009.47	21,140.58	1,166.21	515,316.26
June	468,171.93	23,347.61	1,909.86	493,429.40
July	446,955.74	24,063.52	559.86	471,579.12
August	446,207.81	23,667.35	1,780.64	471,655.80
September	446,006.52	23,774.35	1,334.24	471,115.11
October	479,071.36	21,039.09	1,408.77	501,519.22
November	532,876.54	23,325.83	588.58	556,790.95
December	489,828.24	20,538.01	2,388.75	512,755.00
	<hr/> \$5,875,464.52	<hr/> \$277,168.36	<hr/> \$20,475.75	<hr/> \$6,173,108.63

Cases approved on monthly Returns for Veterans' Benefits for the calendar year 1961 were as follows:

	<i>Settled</i>	<i>State Settled</i>
January	10,288	237
February	10,595	237
March	10,858	253
April	10,510	241
May	10,184	232
June	9,852	239
July	9,677	236
August	9,873	241
September	9,540	205
October	9,485	185
November	9,879	185
December	9,920	215

ASSIGNMENTS AND LIENS

Chapter 493 of the Acts of 1954 is an Act to indemnify the Commonwealth and Cities and Towns thereof in certain Veterans' Benefits cases.

The following monies were reimbursed this Department under this legislation:

July 1, 1959 to June 30, 1960	\$170,197.44
July 1, 1960 to June 30, 1961	211,440.46
July 1, 1961 to June 30, 1962	206,279.99

Chapter 487 of the Acts of 1958, as amended, is an Act creating a lien upon the real estate of certain recipients of Veterans' Benefits.

The following monies were reimbursed this Department under this legislation:

July 1, 1959 to June 30, 1960	\$15,038.26
July 1, 1960 to June 30, 1961	19,741.11
July 1, 1961 to June 30, 1962	35,480.39

ANNUITIES FOR BLIND AND PARAPLEGIC VETERANS

Chapter 115 of the General Laws, as amended by Chapter 660, Acts of 1949, Chapter 530, Acts of 1953, and Chapter 567, Acts of 1956, provides for the payment of an annuity of \$500 per annum, to be paid monthly, to the following:

A veteran who, according to the records of the Veterans Administration of the United States government, has suffered permanent impairment of vision of both eyes of the following status: central visual acuity of 5/200 or less in the better eye, with corrective glasses, or central visual acuity of 5/200 if there is a field defect in which the peripheral field has contracted to such an extent that the widest diameter of visual field subtends an angular distance no greater than twenty degrees in the better eye; a veteran who is suffering from paraplegia and has permanent paralysis of both legs and lower parts of the body, resulting from traumatic injury to the spinal cord or brain, sustained through enemy action, or accident while in such military or naval service, and a veteran who has permanent paralysis of both legs and lower parts of the body, resulting from malaria, anemia, other forms of disease, tumors or poisoning which may produce signs and symptoms similar to those resulting from traumatic paraplegia and certified by said Veterans Administration to be service-connected for wartime service.

A veteran to be eligible must have resided in Massachusetts at time of acceptance for wartime service, and must be domiciled in Massachusetts while in receipt of the grant.

The cost for the fiscal year ending June 30, 1961 was \$114,927.61; and for the fiscal year ending June 30, 1962 was \$118,681.43.

SPANISH-AMERICAN WAR REIMBURSEMENT FUND

Under the provisions of Chapter 280, Acts of 1928, the sum of \$555.00 was paid to veterans of the Spanish-American War for the fiscal year ending June 30, 1961; the sum of \$650.15 was paid out for the fiscal year ending June 30, 1962.

KOREAN BONUS

Chapter 417 of the Acts of 1959 authorized the continuation of the functions of the Korean Veterans' Bonus Commission for a certain period and designated the Commissioner of Veterans' Services as the Director thereof. This provides for those veterans of the Korean hostilities who have not as yet received recognition for their services may continue to apply for and receive a bonus under the law.

For the fiscal year ending June 30, 1961, 515 claims were approved at a cost of \$108,185.00.

For the period ending June 30, 1962, 261 claims were approved at a cost of \$56,500.00.

BLOOD DONOR SERVICE

This program was established in the Office of the Commissioner of Veterans' Services on July 1, 1948.

During the period from July 1, 1960 through June 30, 1961, a total of 4,783 pints of blood was reported as collected. This is the largest amount collected in one year by the present personnel. This represents an increase of approximately two per cent over the previous year. At the standard value of \$25 per pint, which prevails in Massachusetts, the amount of blood collected would have a monetary value of \$119,575.00. The blood was donated to the blood program of the American National Red Cross, blood banks of Veterans' Hospitals in both State and Federal, and blood banks in a number of private hospitals.

The blood was distributed to a total of 286 patients in private hospitals. With the exception of five, all of these cases involved hospitals in Massachusetts. These patients were either veterans or dependents of Massachusetts veterans. No record is kept of the number of patients covered in Veterans' Hospitals.

During the period from July 1, 1961 through June 30, 1962, a total of 2,861 pints of blood was reported as collected. Due to the high degree of incidence of hepatitis in this area during this period, the total amount of blood declined from the previous year. Not only is the blood from a person who has had hepatitis unusable for transfusion purposes, but donors have merely been exposed to the disease are not taken.

The number of patients covered in private hospitals during this period numbered 158.

CONTACT OFFICE

The Contact Division of the Office of the Commissioner of Veterans' Services is located in the Boston Regional Office of the Veterans Administration at One Beacon Street, Boston. There are eight full-time paid employees properly accredited to present claims before the Veterans Administration, with three full-time stenographic employees.

This office acts as a liaison between the State and Federal agencies and other State Governments, and between State and private agencies concerning veterans' problems and Federal aids to veterans. Its principal instrument is the Power of Attorney (P-22) from which, when signed by a veteran or his dependent or survivors authorizes the Commissioner of Veterans' Services to act as a legal representative of such person in all matters pertaining to the prosecution and settlement of such claims on account of military service. This office has been accredited by Congress and by the General Court (S. 22, C. 6, G.L.) to represent the interest of approximately 900,000 veterans and their dependents residing in the Commonwealth.

The office is staffed with skilled specialists who prepare, develop and prosecute claims for veterans and/or their dependents for benefits they are entitled to under the laws of the Veterans Administration.

The office maintains a working liaison with three hundred and fifty-one local and district directors of Veterans' Services relative to all Veterans Administration matters. (This is in accordance with the provisions of Chapter 599, as amended by the Acts of 1946.) Since local agents are not accredited and do not have access to the records in the custody of the Veterans Administration, it logically follows that such cases must be referred to our Contact Office, if the veteran or dependent wishes us to have the Power of Attorney for successive actions involving review of records and appearances before the officials of the Veterans Administration. On cases requiring development, the local agent and/or the veteran is contacted and advised how to procure such evidence.

One employee visits the Providence Office of the Veterans Administration once a week in order to serve the needs of our veterans and their dependents of this State who come under the jurisdiction of the Providence Office.

For the period from July 1, 1961 to June 30, 1962, the office procured compensation and pensions for veterans and their dependents in the amount of \$2,575,036.00, and the following are the activities performed:

1. Personal visits by veterans and/or their dependents to office	11,520
2. New claims for compensation and pension including live and death cases	4,144
3. Requests for review—old or disallowed claims	4,196
4. New claims for dental and medical Out-Patient treatment	1,052
5. Arrangements made for hospitalization	1,356
6. Arrangements made for Out-Patient Medical treatment	2,143
7. Arrangements made for Dental treatment	152
8. Cases reviewed at Service Tables	10,083
9. Board appearances and hearings	3,619
10. Interviews with Agents	884
11. Federal Insurance cases	1,089
12. Educational and Rehabilitation Problems	782
13. Handling physical evaluation board retirement cases for physical disability retirement	203

14. Loan Guaranty cases at \$10,000.00 each	5,819
15. Checking Veterans Administration Finance for Agents	4,452
16. Requests for Civil Service letters	837
17. Requests for Tax Abatement letters for five months' period, June through October	1,953
18. Veterans' Benefits referred from Veterans Administration and Service Organizations	1,252
19. Assisting veterans in preparing State Bonus applications	26
20. Contacting Legal Division regarding appointment of Fiduciary of incompetent veterans	843
21. Federal monies granted to Massachusetts	\$2,575,036.00
22. Providence VA Regional Office cases handled	1,740

The following is a summary of the services rendered by the Rehabilitation Division of the Contact Office from December 31, 1960 to December 31, 1961:

EDUCATION AND TRAINING:

Applications for Korean Conflict PL 550—non-disabled	326
Applications for Korean Conflict PL 894—disabled	83
Applications for War Orphans Act PL 634	61
Applications for Vocational Counselling	22

LOAN GUARANTY:

Applications for WW II-Korean Conflict for certificate of eligibility	1,341
Applications for WW II-Korean Conflict for certificate of reasonable value	141
Applications for WW II-Korean Conflict for Prior Approvals	62
Applications for WW II-Korean Conflict for Restoration of Entitlement	206
Folders requested from Records Center	312

MISCELLANEOUS:

Applications for tax abatement and Civil Service letters	111
Conferences—Education and Training	59
Conferences—Loan Guaranty	360
Conferences—Finance	40

HOSPITAL CONTACT DIVISION

The Division endeavors to extend contact service to veterans undergoing hospitalization in public, private and VA hospitals within the Commonwealth and to provide cooperation and assistance to other Departments of the Commonwealth and local Veterans' Agents wherever appropriate.

One fundamental activity is the continuing effort to establish and develop the entitlement of veteran-patients within the State Mental Hospitals for transfer to VA hospitals and for monetary benefits. Advice and assistance is extended to veterans seeking direct admissions to VA General Medical Hospitals for treatment of physical disorders.

Massachusetts is favored with three capacious VA hospitals primarily for care and treatment of veterans suffering from neuropsychiatric disorders; one at Northampton, another at Brockton and a third at Bedford. Also, the Boston VA Hospital maintains a section assigned to treatment of veterans suffering from acute neuropsychiatric disorders. Notwithstanding these generous VA facilities, there are present under psychiatric care in our State Hospitals approximately 1,250 veterans, most of whom are eligible for admission to VA hospitals on a Non-Service Connected basis, if and when VA facilities become available. We endeavor to sustain consciousness of these veterans by the VA and to insure commensurate review of their entitlement for transfer to VA hospitals.

We wish to express our thanks for the cooperation and consideration extended by the various employees of the several State and VA hospitals, by the Regional and Field Offices of the VA, by the local Veterans' Agents, and others whose fine cooperation has enabled the Division to perform its functions effectively.

LEGISLATION IN 1961 AFFECTING THE OFFICE OF THE COMMISSIONER OF VETERANS' SERVICES

Chapter 317—An Act striking out the provision of law that certain applicants for Veterans' Benefits be deemed able to support themselves.

Chapter 388—An Act further regulating the acquisition of settlement by veterans and their dependents while in receipt of public relief.

LEGISLATION IN 1962 AFFECTING THE OFFICE OF THE COMMISSIONER OF VETERANS' SERVICES

Chapter 431—An Act providing that in certain towns the Town Clerk shall receive applications for Veterans' Benefits.

Chapter 469—An Act authorizing the subordination of certain liens acquired by Veterans' Agents to mortgages obtained for necessary repairs.

Chapter 561—An Act providing that certain recipients of Veterans' Benefits be excluded from the provisions of law imposing lien upon real estate owned by them.

Chapter 759—An Act providing financial aid to certain needy dependents of certain persons in the service of the Armed Forces of the United States.



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The Commonwealth of Massachusetts

ANNUAL REPORT

of

Commissioner of Veterans' Services

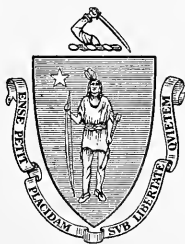
for the years

1966-1967

Government Documents
Collection

AUG 4 - 1969

University of Massachusetts



OFFICE OF COMMISSIONER OF VETERANS' SERVICES
100 CAMBRIDGE STREET, BOSTON

July 1, 1967

Senate and House of Representatives
Senate Lobby
Senate House
Boston, Massachusetts

the Honorable Senate and House of Representatives:

In compliance with the requirements of Chapter 115, Section 2, General Laws, as amended, I submit to you the annual report of the Commissioner of Veterans' Services for 1966 and 1967.

The section which relates to Veterans' Benefits is for the calendar year 1966 and 1967.

There are also sections relating to the various divisions of the department.

This report also includes a detailed statement of the receipts and expenditures for personnel and incidentals for the fiscal year ending June 30, 1966 and June 30, 1967.

Respectfully submitted,

CHARLES N. COLLATOS

Commissioner

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDING
JUNE 30, 1966

Salaries of Commissioner and 2 Deputies (3).....	\$ 30,374.00
Salaries of Permanent Employees (87).....	466,444.00
Salaries of Temporary Employees (11).....	9,928.00
Total Cost for Salaries.....	<u>\$ 506,746.00</u>
Maintenance Costs:	
Printing.....	\$ 3,853.00
Travel and Auto.....	22,772.00
Repairs to Office Equipment, etc.....	525.00
Office Supplies (telephone, postage, etc.).....	12,298.00
Rental of Equipment (typewriters, etc.).....	—
New Equipment (typewriters, etc.).....	—
Miscellaneous.....	<u>500.00</u>
Total Maintenance Costs.....	<u>39,948.00</u>
Total Salaries and Maintenance Costs.....	<u>\$ 546,694.00</u>
Reimbursements to Cities and Towns on Account of Veterans' Benefits.....	\$12,014,334.00
Annuities to Blind and Paraplegic Veterans.....	\$ 131,773.00

Financial Statement Verified
(Under requirements of C. 7, S. 00 GL)
August 1, 1966
By THOMAS J. SULLIVAN
For the Comptroller
Approved for Publishing
M. JOSEPH STACEY, *Comptroller*

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDING
JUNE 30, 1967

Salaries of Commissioner and 2 Deputies (3).....	\$ 34,712.00
Salaries of Permanent Employees (87).....	526,000.00
Salaries of Temporary Employees (11).....	11,600.00
Total Cost for Salaries.....	<u>\$ 572,312.00</u>
Maintenance Costs:	
Printing.....	\$ 5,200.00
Travel and Auto.....	24,500.00
Repairs to Office Equipment, etc.....	550.00
Office Supplies (telephone, postage, etc.).....	14,685.00
Rental of Equipment (typewriters, etc.).....	300.00
New Equipment (typewriters, etc.).....	300.00
Miscellaneous.....	<u>511.00</u>
Total Maintenance Costs.....	<u>46,046.00</u>
Total Salaries and Maintenance Costs.....	<u>\$ 618,358.00</u>
Reimbursements to Cities and Towns on Account of Veterans' Benefits.....	\$11,576,598.00
Annuities to Blind and Paraplegic Veterans.....	\$ 139,611.00
Chapter 483.....	\$ 12,628.00

Financial Statement Verified
(Under requirements of C. 7, S. 19 GL)
August 10, 1967
By THOMAS J. SULLIVAN
For the Comptroller
Approved for Publishing
M. JOSEPH STACEY, *Comptroller*

VETERANS' BENEFITS

Chapter 115, General Laws, as amended

Veterans' Benefits are paid to a veteran or dependent by the city or town of legal settlement or residence by the local Agent, with recommendation, to the Office of the Commissioner of Veterans' Services. Payments are in accordance with the regulations and directives as promulgated by the Commissioner when the necessity thereof is occasioned by illness or unemployment. The Commonwealth shall reimburse the cities and towns to the amount of one-half authorized and actually paid in settled cases.

In State Settled cases, application is filed in the city or town of residence, and cities or towns of residence are reimbursed in full by the Commonwealth.

Section 2 provides the Commissioner with the authority to act as agent and attorney of and for all departments, boards and commissions of the Commonwealth, including the department of correction and the institutions under its control, in all matters before the Veterans Administration of the United States government involving any question of federal compensation or pension to which any veteran or dependent under the care or supervision of such departments, boards and commissions may be entitled, and involving any question of reimbursement of the Commonwealth for assistance, care, board or hospitalization of any such veteran or dependent. Each such department, board and commission shall notify him, in writing, of all such veterans or dependents who are inmates of any hospital or other institution under the supervision of, or in receipt of direct financial assistance from, such department, board or commission. Such notification shall be on forms to be prepared by him and shall contain such information as he may require to enable him to proceed properly in matters of federal compensation or pension for such veterans or dependents, and in matters of reimbursement of the Commonwealth for assistance, care, board or hospitalization of such veterans or dependents.

Section 3a provides that upon the request of any veteran, the veterans' agent for the city or town in which he resides shall record his discharge or release papers, without charge, in books kept by him for that purpose. Said agent shall keep an index of papers so recorded, and copies thereof, if attested by him, shall be admissible in evidence to the same extent and with the same effect as the originals.

Burial allowance is provided for certain veterans and their dependents in accordance with the provisions of the statute. The burial agent, under the regulations established by the Commissioner, shall cause properly to be interred the body of any veteran or adult dependent who dies without sufficient means to defray funeral expenses, and the body of any dependent child of a veteran if such veteran and his wife, or widow, be without sufficient means to defray funeral expenses.

Chapter 115 of the General Laws, as amended by Chapter 660, Acts of 1949, Chapter 530, Acts of 1953, and Chapter 567, Acts of 1956, provides for the payment of an annuity of \$500 per annum, to be paid monthly to the following:

A veteran who, according to the records of the Veterans Administration of the United States government, has suffered permanent impairment of vision of both eyes of the following status: central visual acuity of 5/200 or less in the better eye, with corrective glasses, or central visual acuity of 5/200 if there is a field defect in which the peripheral field has contracted to such an extent that the widest

diameter of visual field subtends an angular distance no greater than twenty degrees in the better eye; a veteran who is suffering from paraplegia and has permanent paralysis of both legs and lower parts of the body, resulting from traumatic injury to the spinal cord or brain, sustained through enemy action, or accident while in such military or naval service, and a veteran who has permanent paralysis of both legs and lower parts of the body, resulting from malaria, anemia, other forms of disease, tumors or poisoning which may produce signs and symptoms similar to those resulting from traumatic paraplegia and certified by said Veterans Administration to be service-connected for wartime service.

A veteran to be eligible must have resided in Massachusetts at time of acceptance for wartime service, and must be domiciled in Massachusetts while in receipt of the grant. During fiscal year 1967, a total of 292 cases were processed for this annuity.

Section 9 provides for a veterans' graves officer to cause every veteran's grave within such city or town to be suitably kept and cared for. Such care shall include the clearing of weeds and other unseemly growth from said graves; the raising and repairing of sunken grave stones and markers and other similar services that may be necessary to restore and maintain such graves and their surroundings in an orderly condition. He shall also place on the grave of each veteran a flag of the United States on every Memorial Day.

The following are the reimbursements made by the Commonwealth during the calendar year 1965:

	<i>50% Veterans' Benefits</i>	<i>100% Veterans' Benefits</i>	<i>Burial</i>	<i>Total</i>
January.....	\$ 686,293.60	\$ 26,595.17	\$ 2,136.50	\$ 715,136.50
February.....	751,451.97	27,153.69	1,610.00	780,215.66
March.....	805,302.32	28,919.25	2,217.75	836,439.32
April.....	783,823.60	31,377.94	2,216.50	817,418.04
May.....	724,282.52	32,442.91	1,311.05	758,036.48
June.....	705,509.60	30,258.31	962.50	736,730.41
July.....	689,629.19	28,269.02	1,986.50	719,884.71
August.....	683,898.49	28,467.37	466.50	712,832.36
September.....	701,503.35	24,496.32	75.00	726,074.67
October.....	712,984.36	26,395.33	—	739,379.69
November.....	691,393.92	29,453.51	862.20	721,709.63
December.....	860,155.85	29,991.59	756.75	890,904.19
	<u>\$8,796,228.77</u>	<u>\$343,820.41</u>	<u>\$14,601.25</u>	<u>\$9,154,650.43</u>

Legislation in 1965 Affecting the Office of the Commissioner of Veterans' Services

Chapter 483 — An act providing financial aid to certain needy dependents of certain persons in the service of the armed forces of the United States.

Chapter 712 — An act providing for the transfer of Veterans' Bonus Commission to the State Treasurer's Office.

Chapter 875 — An act providing certain rights and privileges of certain personnel serving in Vietnam.

Cases approved on monthly Returns for Veterans' Benefits for calendar year 1965:

	<i>Settled Veterans' Benefits</i>	<i>Unsettled Veterans' Benefits</i>	<i>Total</i>
January.....	\$ 11,643.00	\$ 228.00	\$ 11,871.00
February.....	12,173.00	220.00	12,393.00
March.....	12,746.00	231.00	12,977.00
April.....	12,168.00	215.00	12,383.00
May.....	11,720.00	222.00	11,942.00
June.....	11,784.00	233.00	12,017.00
July.....	11,634.00	215.00	11,849.00
August.....	11,567.00	212.00	11,779.00
September.....	11,559.00	210.00	11,769.00
October.....	11,511.00	188.00	11,699.00
November.....	11,400.00	186.00	11,586.00
December.....	12,405.00	194.00	12,599.00
	<u>\$142,310.00</u>	<u>\$2,554.00</u>	<u>\$144,864.00</u>

The following are the reimbursements made by the Commonwealth during the calendar year 1966:

	<i>50% Veterans' Benefits</i>	<i>100% Veterans' Benefits</i>	<i>Burial</i>	<i>Total</i>
January.....	\$ 765,974.10	\$ 37,883.28	\$ 1,970.00	\$ 805,827.38
February.....	756,171.89	32,532.24	859.15	789,563.28
March.....	808,857.86	36,409.62	375.00	845,642.48
April.....	763,364.54	7,772.59	2,317.00	773,454.13
May.....	779,581.48	3,825.29	2,925.75	786,332.52
June.....	891,038.69	2,779.60	875.23	894,693.52
July.....	800,775.83	251.25	1,074.50	802,101.58
August.....	765,573.56	1,403.72	2,139.00	769,116.28
September.....	749,282.08	169.50	—	749,451.58
October.....	789,857.91	28.00	2,327.00	792,212.00
November.....	792,432.77	248.10	3,066.20	795,747.07
December.....	892,356.42	46.50	988.25	893,391.17
	<u>\$9,555,267.13</u>	<u>\$123,349.69</u>	<u>\$18,917.08</u>	<u>\$9,697,533.90</u>

Legislation in 1966 Affecting the Office of the Commissioner of Veterans' Services

Chapter 570 — An act providing for an increase in the burial allowance for certain veterans and their dependents.

Cases approved on monthly Returns for Veterans' Benefits for calendar year 1966:

	<i>Settled Veterans' Benefits</i>	<i>Unsettled Veterans' Benefits</i>	<i>Total</i>
January.....	\$ 12,026.00	\$224.00	\$ 12,250.00
February.....	11,984.00	226.00	12,210.00
March.....	12,538.00	242.00	12,780.00
April.....	11,972.00	69.00	12,041.00
May.....	11,893.00	38.00	11,931.00
June.....	13,220.00	41.00	13,261.00
July.....	13,101.00	5.00	13,106.00
August.....	12,672.00	5.00	12,677.00
September.....	12,589.00	3.00	12,592.00
October.....	12,544.00	2.00	12,546.00
November.....	12,749.00	3.00	12,752.00
December.....	13,331.00	4.00	13,335.00
	<u>\$152,619.00</u>	<u>\$862.00</u>	<u>\$151,481.00</u>

ASSIGNMENTS AND LIENS

Chapter 493 of the Acts of 1954 is an Act to indemnify the Commonwealth and Cities and Towns thereof in certain Veterans' Benefits cases.

The following monies were reimbursed this Department under this legislation:

July 1, 1966 to June 30, 1967 \$137,769.55

Chapter 487 of the Acts of 1958, as amended, is an Act creating a lien upon the real estate of certain recipients of Veterans' Benefits.

The following monies were reimbursed this Department under this legislation:

July 1, 1966 to June 30, 1967 \$ 29,207.30

CONTACT OFFICE

The Contact Office of the Department of Veterans' Services is located in the Boston Regional Office of the Veterans Administration at the John Fitzgerald Kennedy Federal Building, Boston, Massachusetts. In this office we have seven (7) full-time paid employees properly accredited to present claims before the Veterans Administration. In addition to these seven (7) accredited male representatives, this office has three (3) full-time female stenographic employees, also accredited by the Veterans Administration.

The objective of this office is to help care for and maintain Massachusetts veterans and their dependents with a minimum cost to the taxpayer of the Commonwealth. Specifically, this office acts as a liaison office between the State and Federal agencies and other State Governments, and between state and private agencies concerning veterans' problems and Federal assistance to veterans. Its principal instrument is the Power-of-Attorney (VA form 23-22) from which, when signed by a veteran or his dependent or heir, authorizes the Commissioner of Veterans' Services to act as a legal representative of such person in all matters pertaining to the prosecution and settlement of such claims on account of military service. This office has been accredited by Congress and by the General Court (S.N. 22; Ch. 6 G.L.) to represent the interest of approximately 900,000 veterans and/or their dependents residing throughout the Commonwealth.

This office is staffed with skilled specialists who prepare, develop, and prosecute claims for veterans and/or their dependents for benefits that they are entitled to under the laws of the Veterans Administration. Office space in the Veterans Administration is absolutely essential in order that we may properly prepare and review all requests for Pensions, Compensations, etc., by having access to the Veterans' folders and being close to all of the various divisions of the Veterans Administration. If we were deprived of this space, it would work a hardship on our veterans' agents and also the veterans and their dependents as there would be a considerable delay in checking the folders and rendering the fine service that we have given over the years to our veterans in the Commonwealth.

The types of claims and services include:

- (a) Compensation; Pension; Dependency and Indemnity Benefits; Disability Insurance; NSLI; Review of discharges; Obtainment of disability retirement pay when denied by the Armed Forces.
- (b) Assistance with applications for prosthetic appliances; medical, dental and hospital care; burial allowance; accrued benefits; guardianship; and emergency hospital and medical care.

- (c) Assisting and guiding applicants who have problems relating to their education and/or training programs.
- (d) Applicants are given assistance in connection with their Veterans Administration Home Loan Guaranty Programs.

This office maintains a working liaison with approximately three hundred and fifty-one (351) local and district directors of Veterans Services relative to all Veterans Administration matters. Since local agents are not accredited and do not have access to the records in the custody of the Veterans Administration, it logically follows that such cases be referred to our Contact Office, if veteran or dependent wishes us to have the Power-of-Attorney for successive actions involving review of records and appearance before the Veterans Administration officials. On all cases requiring development, the local agent and/or the veteran is contacted and advised as to how to procure such evidence.

Each Wednesday, a contact man goes to the Providence Office of the Veterans Administration in order to service all the needs of our veterans and their dependents of this State, who come under the jurisdiction of the Providence Office. He handles approximately sixty-seven (67) cases each Wednesday, which have been referred to him by our local agents located south of Plymouth. His scope of work covers every phase of Federal benefits available to a veteran and/or his dependents.

A review of our Annual Report will show that this office procured compensation and pensions for veterans and their dependents in the amount of \$4,870,457.23. Approximately 70% of this amount is reflected in the great savings to the cities and towns by reducing the amount of veterans' aid to be paid, which helps to keep the tax rate down. This money is also instrumental in aiding local business. As evidence by previous annual reports, you can readily see that there is a marked increase in the work load of the office. This has been a tremendous burden on our already overworked staff in trying to expeditiously carry out their assigned duties. Each year, compensation cases are becoming much more difficult to service-connect, due to lapse of time since World War II and Korean hostilities. There is more demand, not only on the time, but the knowledge required by our staff to carefully scrutinize and prepare each case in order that every Federal Benefit possible be given to the veteran or his dependent.

The attached sheets will summarize the work performed by this office in the Boston Regional Office of the Veterans Administration. This summary will also show that this office is very vital to the needs of our veteran population of the Commonwealth of Massachusetts, as we are daily serving and assisting veterans and their dependents in obtaining all the benefits they are entitled to under the Federal Laws as administered by the Veterans Administration.

The quality of service of our Contact Office has been excellent over the years. Due to the reduction in Veterans Administration personnel and the closing of many outside Veterans Administration offices, our work load has shown a sharp increase due to the demands of our veteran population seeking help through our Veterans Services' Agents and Directors located in the three hundred and fifty-one (351) cities and towns of the Commonwealth and pensions for veterans and dependents will not be reached until 1980 to 1990. Therefore, Veterans' Services definitely anticipate an increase in the scope of operations for the next twenty to

thirty years. This is due to the fact that veterans are getting older and will be seeking pensions, hospitalization and medical care. If the veteran is not living, his dependents will be seeking these Federal Benefits as well as State Aid.

ACTIVITIES PERFORMED DURING THE FISCAL YEAR

JULY 1, 1966 THROUGH JUNE 30, 1967

1. Personal visits by veterans and/or their dependents to office..	19,487
2. New claims for compensation and pension including life and death.....	8,251
3. Requests for review — old or disallowed cases.....	6,875
4. New claim for dental and medical Out-Patient treatment.....	2,185
5. Arrangements made for hospitalization.....	2,878
6. Arrangements made for Out-Patient Medical Treatment.....	4,657
7. Arrangements made for Dental Treatment.....	487
8. Cases reviewed at Service Tables.....	16,814
9. Board appearances and hearings.....	5,274
10. Interviews with agents.....	1,875
11. Federal Insurance cases.....	2,285
12. Educational and Rehabilitation Problems.....	2,190
13. Handling physical evaluation board retirement cases for physical disability retirement.....	816
14. Loan Guaranty cases at \$10,000.00 each.....	9,147
15. Checking Veterans Administration Finance for Agents.....	6,184
16. Requests for Civil Service Letters.....	432
17. Requests for Tax Abatement Letters.....	2,195
18. Veterans Benefits referred from Veterans Administration and Service Organizations.....	4,195
19. Assisting veterans in preparing State Bonus Applications.....	87
20. Contacting Legal Divisions regarding appointment of Fiduciary of Incompetent Veterans.....	2,174
21. Federal money granted to Massachusetts.....	\$4,870,457.23
22. Telephone calls received.....	27,214
23. Pieces of mail received.....	21,832
24. Providence VA Regional Office cases handled.....	3,875

HOSPITAL CONTACT DIVISION

The Division endeavors to extend contact service to veterans undergoing hospitalization in public, private and VA hospitals within the Commonwealth and to provide cooperation and assistance to other Departments of the Commonwealth and local Veterans' Agents wherever appropriate.

One fundamental activity is the continuing effort to establish and develop the entitlement of veteran-patients within the State Mental Hospitals for transfer to VA hospitals and for monetary benefits. Advice and assistance is extended to veterans seeking direct admissions to VA General Medical Hospitals for treatment of physical disorders.

Massachusetts is favored with three capacious VA hospitals primarily for care and treatment of veterans suffering from neuropsychiatric disorders; one at Northampton, another at Brockton and a third at Bedford. Also, the Boston VA Hospital maintains a section assigned to treatment of veterans suffering from acute neuropsychiatric disorders. Notwithstanding these generous VA facilities, there are present under psychiatric care in our State Hospitals approximately 2,100 veterans, most of whom are eligible for admission to VA hospitals on a Non-Service Connected basis, if and when VA facilities become available. We endeavor to sustain consciousness of these veterans by the VA and to insure commensurate review of their entitlement for transfer to VA hospitals.

We wish to express our thanks for the cooperation and consideration extended by the various employees of the several State and VA hospitals, by the Regional and Field Offices of the VA, by the local Veterans' Agents, and others whose fine cooperation has enabled the Division to perform its function effectively.

The Commonwealth of Massachusetts

MASS.
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COLL.

ANNUAL REPORT of Commissioner of Veterans' Services for the years 1968-1969 & 1970-1971

Government Documents
Collection
AUG 14 1972
University of Massachusetts



OFFICE OF COMMISSIONER OF VETERANS' SERVICES
100 CAMBRIDGE STREET, BOSTON

Senate and House of Representatives
Senate Lobby
State House
Boston, Massachusetts

To the Honorable Senate and House of Representatives:

In compliance with the requirements of Chapter 115, Section 2, General Laws, as amended, I submit to you the annual report of the Commissioner of Veterans' Services for 1968-1969, and 1970-1971.

The section which relates to Veterans' Benefits is for the calendar years 1967, 1968, 1969 and 1970.

There are also sections relating to the various divisions of the department.

This report also includes a detailed statement of the receipts and expenditures for personnel and incidentals for the fiscal years ending June 30, 1968, June 30, 1969, June 30, 1970, and June 30, 1971.

Respectfully submitted,

CHARLES N. COLLATOS

Commissioner

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDING
JUNE 30, 1968

Salaries of Commissioner and 2 Deputies (3)	\$ 37,345.22
Salaries of Permanent Employees (87)	\$ 560,443.06
Salaries of Temporary Employees (14)	\$ 11,022.11

Total Cost for Salaries	\$ 608,810.39
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Maintenance Costs:

Printing	\$ 932.05
Travel and Auto	21,793.12
Repairs to Office Equipment, etc.	569.86
Office Supplies (telephone, postage, etc.)	11,559.27
Rental of Equipment (typewriter, etc.)	315.00
New Equipment (typewriters, etc.)	2,313.97
Laboratory, Medical and General Care	345.60

Total Maintenance Costs	37,828.87
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Total Salaries and Maintenance Costs	\$ 646,293.66
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Reimbursements to Cities and Towns on Account of

Veterans' Benefits	\$12,559,929.24
Needy Dependents of Persons in Armed Forces	59,979.97
Annuities to Blind and Paraplegic Veterans	152,155.87

Financial Statement Verified
(Under requirements of C. 7, S.00 GL)
October 15, 1968

By THOMAS J. SULLIVAN
For the Comptroller

Approved for Publishing

M. JOSEPH STACY, *Comptroller*

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDING
JUNE 30, 1969

Salaries of Permanent Employees (89)	\$ 579,459.09
(This includes salary of Commissioner and 2 Deputies)	
Salaries of Temporary Employees (14)	11,649.47

Total Cost for Salaries	\$ 591,108.56
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Maintenance Costs:

Printing	\$ 1,959.75
Travel and Auto	22,584.43
Repairs to Office Equipment, etc.	760.11
Office Supplies (telephone, postage etc.)	12,148.61
Rental of Equipment (typewriters, etc.) ..	375.00
New Equipment (typewriters, etc.)	564.45
Laboratory, Medical and General Care ..	351.60

Total Maintenance Costs	38,743.95
Total Salaries and Maintenance Costs	\$ 629,852.51

Reimbursements to Cities and Towns on Account of Veterans' Benefits	\$13,416,948.66
Needy Dependents of Persons in Armed Forces	100,000.00
Annuities to Blind and Paraplegic Veterans	164,851.49

Financial Statement Verified
(Under requirements of C. 7, S. 19 GL.)
December 10, 1969

By THOMAS J. SULLIVAN
For the Comptroller

Approved for Publishing
M. JOSEPH STACY, *Comptroller*

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDING JUNE 30, 1970

Salaries of Permanent Employees	\$ 664,273.43
Salaries of Other Employees	\$ 15,017.25
Total Cost for Salaries	\$ 679,290.68

Maintenance Costs:

Printing	\$ 468.80
Travel and Auto	22,119.04
Repairs to Office Equipment, etc.	105.36
Office Supplies (telephone, postage, etc.) ..	9,154.99
Rental of Equipment (typewriters, etc.)	337.50
New Equipment (typewriters, etc.)	3,742.00
Laboratory, Medical and General Care	192.60

Total Maintenance Costs	36,120.29
Total Salaries and Maintenance Costs	\$ 715,410.97

Reimbursements to Cities and Towns on Account of Veterans' Benefits	\$8,408,197.50
Needy Dependents of Persons in Armed Forces	62,663.68
Annuities to Blind and Paraplegic Veterans	176,925.47

Financial Statement Verified
By THOMAS J. SULLIVAN
For the Comptroller

Approved for Publishing
M. JOSEPH STACY, *Comptroller*

STATEMENT OF RECEIPTS AND EXPENDITURES FOR THE FISCAL YEAR ENDING
JUNE 30, 1971

Salaries of Permanent Employees	\$ 673,544.28
Salaries of Other Employees	\$ 12,282.79
Total Cost for Salaries	\$ 685,827.07
Maintenance Costs:	
Printing	\$ 2,058.82
Travel and Auto	26,883.93
Repairs to Office Equipment, etc.	860.98
Office Supplies (telephone, postage etc.) ..	13,995.05
Rental of Equipment (typewriters, etc.)	486.15
New Equipment (typewriters, etc.)	230.00
Laboratory, Medical and General Care	_____
Total Maintenance Costs	44,514.93
Total Salaries and Maintenance Costs	\$ 730,342.00
<hr/>	
Reimbursements to Cities and Towns on Account of	
Veterans' Benefits	\$8,485,852.89
Needy Dependents of Persons in Armed Forces	68,029.61
Annuities to Blind and Paraplegic Veterans	181,749.35

Financial Statement Verified
November 5, 1971

By THOMAS J. SULLIVAN
For the Comptroller

Approved for Publishing
M. JOSEPH STACY, *Comptroller*

VETERANS' BENEFITS

Chapter 115, General Laws, as amended

Veteran's Benefits are paid to a veteran or dependent by the city or town of residence by the local Agent, with recommendation, to the Office of the Commissioner of Veterans' Services. Payments are in accordance with the regulations and directives as promulgated by the Commissioner when the necessity thereof is occasioned by illness or unemployment. The Commonwealth shall reimburse the cities and towns to the amount of one-half authorized and actually paid.

Section 2 provides the Commissioner with the authority to act as agent and attorney of and for all departments, boards and commissions of the Commonwealth, including the department of correction and the institutions under its control, in all matters before the Veterans Administration of the United States government involving any question of federal compensation or pension to which any veteran or dependent under the care or supervision of such departments, boards and commissions may be entitled, and involving any question of reimbursement of the Commonwealth for assistance, care, board or hospitalization of any such veteran or dependent. Each such department, board and commission shall notify him, in writing, of all such veterans or dependents who are inmates of any hospital or other institution under the supervision of, or in receipt of direct financial assistance from, such department, board or commission. Such notification shall be on forms to be prepared by him and shall contain such information as he may require to enable him to proceed properly in matters of federal compensation or pension for such veterans or dependents, and in matters of reimbursement of the Commonwealth for assistance, care, board or hospitalization of such veterans or dependents.

Section 3 provides that upon the request of any veteran, the veterans' agent for the city or town in which he resides shall record his discharge or release papers, without charge, in books kept by him for that purpose. Said agent shall keep an index of papers so recorded, and copies thereof, if attested by him, shall be admissible in evidence to the same extent and with the same effect as the originals.

Burial allowance is provided for certain veterans and their dependents in accordance with the provisions of the statute. The burial agent, under the regulations established by the Commissioner, shall cause properly to be interred the body of any veteran or adult dependent who dies without sufficient means to defray funeral expenses, and the body of any dependent child of a veteran and his wife or widow, be without sufficient means to defray funeral expenses.

Sections 6a, 6b and 6c, as amended, provide for the payment of an annuity of \$500 per annum, to be paid monthly to the following:

Section 6b. In addition to any other aid to which a veteran is entitled, a veteran, who according to the records of the Veterans' Administration of the United States government, has suffered permanent impairment of vision of both eyes of the following status: central visual acuity of 5/200 or less in the better eye, with corrective glasses, or central visual acuity of more than 5/200 if there is a field defect in which the peripheral field has contracted to such an extent that the widest diameter of visual field subtends an angular distance no greater than twenty

degrees in the better eye, a veteran who is suffering from paraplegia and has permanent paralysis of both legs and lower parts of the body, resulting from trumatic injury to the spinal cord or brain, sustained through enemy action, or accident while in such military or naval service, and a veteran who has permanent paralysis of both legs and lower parts of the body, resulting from malaria, anemia, other forms of disease, tumors or poisoning which may produce signs and symptoms similar to those resulting from traumatic paraplegia and certified by said Veterans' Adminstration to be service-connected shall be paid so long as such blindness or permanent paralysis exists, the sum of five hundred dollars annually in monthly payments. Such payments shall be due and payable from the date of his application. This section shall not include paraplegia resulting from locomotor ataxia and other forms of syphilis of the central nervous system, or chronic alcoholism.

A veteran who has lost both legs as a result of enemy action or an accident certified by said Veterans' Administration to be service connected shall be paid the sum of five hundred dollars annually in monthly payments. Such payments shall be due and payable from the date of his application.

A veteran to be eligible must have resided in Massachusetts at time of acceptance for wartime service, and must be domiciled in Massachusetts while in receipt of the grant. During fiscal year 1969, a total of 330 cases were processed for this annuity, and by June, 1971 we were processing 390 cases.

Section 9 provides for a veterans' graves officer to cause every veterans' grave within such city or town to be suitably kept and cared for. Such care shall include the clearing of weeds and other unseemly growth from said graves; the raising and repairing of sunken grave stones and markers and other similar services that may be necessary to restore and maintain such graves and their surroundings in an orderly condition. He shall also place on the grave of each veteran a flag of the United States on every Memorial Day.

The following are the reimbursements made by the Commonwealth during the calendar year 1967:

1967	50% Veterans' Benefits	Cases
January	\$ 775,956.26	12,960
February	\$ 827,400.33	13,152
March	\$ 859,066.85	13,282
April	\$ 888,104.13	13,532
May	\$ 855,707.00	13,472
June	\$ 853,346.00	13,446
July	\$ 813,197.00	13,345
August	\$ 843,992.00	13,294
September	\$ 901,381.00	13,422
October	\$ 938,888.00	13,463
November	\$ 973,497.00	14,210
December	\$1,093,234.00	14,509

The following are the reimbursements made by the Commonwealth during the calendar year 1968:

1968	50% Veterans' Benefits	Cases
January	\$1,069,107.00	14,527
February	\$1,066,218.00	14,865
March	\$1,073,283.00	14,931
April	\$1,102,881.00	15,011
May	\$1,077,597.00	15,526
June	\$1,094,856.00	15,430
July	\$1,089,400.00	15,563
August	\$1,082,580.00	15,357
September	\$1,053,996.00	14,889
October	\$1,100,117.00	14,939
November	\$1,047,766.00	14,493
December	\$1,141,373.00	14,954

The following are the reimbursements made by the Commonwealth during the calendar year 1969:

1969	50% Veterans' Benefits	Cases
January	\$1,059,599.00	14,755
February	\$1,055,199.00	14,540
March	\$1,085,480.00	14,886
April	\$1,147,466.00	15,101
May	\$1,007,917.00	14,165
June	\$1,135,179.00	14,347
July	\$1,182,155.00	14,757
August	\$1,096,405.00	15,271
September	\$1,152,931.00	14,516
October	\$1,231,841.00	14,869
November	\$1,256,505.00	14,894
December	\$1,409,684.00	15,602

The following are the reimbursements made by the Commonwealth during the calendar year 1970:

1970	50% Veterans' Benefits	Cases
January	\$1,324,995.00	15,718
February	\$1,346,607.00	16,083
March	\$1,370,563.00	15,934
April	\$1,688,468.00	16,784
May	\$1,019,117.00	15,721
June	\$1,385,101.00	15,977
July	\$1,363,455.00	15,827
August	\$1,322,291.00	15,622
September	\$1,328,292.00	15,964
October	\$1,429,585.00	16,392
November	\$1,494,701.00	16,174
December	\$1,581,124.00	16,539

*Legislation in 1967 Affecting the Office of the Commissioner of
Veterans' Services*

Chapter 437 — An act further defining "Vietnam Veteran".

Chapter 510 — An act further defining the word "Institution" and the word "Veteran" as used in General Laws, Chapter 115.

Chapter 686 — An act providing for the discharge of certain liens placed upon the property of a dependent mother or father of a person who was killed in action or who died from service connected disabilities incurred in wartime service.

*Legislation in 1968 Affecting the Office of the Commissioner of
Veterans' Services*

Chapter 457 — An act extending the time within which financial aid may be provided to certain needy dependents of certain persons in the service of the Armed Forces of the United States.

Chapter 462 — An act providing annuity payments to veterans for loss of both legs in certain cases.

Chapter 531 — An act further defining "Vietnam Veteran".

*Legislation in 1969 Affecting the Office of the Commissioner of
Veterans' Services*

Chapter 601 — An act further defining the word "Dependent".

Chapter 628 — An act providing for the payment of certain veterans' benefits by the Commonwealth upon refusal of a city or town to make such payments.

*Legislation in 1970 Affecting the Office of the Commissioner of
Veterans' Services*

Chapter 97 — Acts of 1970 provide that Savings and Loan Associations shall be required to reveal assets of applicants for veterans' benefits.

ASSIGNMENTS AND LIENS

Chapter 493 of the Acts of 1954 is an Act to indemnify the Commonwealth and Cities and Towns thereof in certain Veterans' Benefits cases.

The following monies were reimbursed this Department under this legislation:

July 1, 1967 to June 30, 1969	\$549,596.91
July 1, 1969 to June 30, 1971	\$605,573.67

Chapter 487 of the Acts of 1958, as amended, is an Act creating a lien upon the real estate of certain recipients of Veterans' Benefits.

The following monies were reimbursed this Department under this legislation:

July 1, 1967 to June 30, 1969	\$163,083.16
July 1, 1969 to June 30, 1971	\$168,352.86

CONTACT OFFICE

The Contact Office of the Department of Veterans' Services is located in the Boston Regional Office of the Veterans Administration at the John Fitzgerald Kennedy Federal Building, Boston, Massachusetts. In this office we have seven (7) full-time paid employees properly accredited to present claims before the Veterans Administration. In addition to these seven (7) accredited male representatives, this office has three (3) full-time female stenographic employees, also accredited by the Veterans Administration.

The objective of this office is to help care for and maintain Massachusetts veterans and their dependents with a minimum cost to the taxpayer of the Commonwealth. Specifically, this office acts as a liaison office between the State and Federal agencies and other State Governments, and between state and private agencies concerning veterans' problems and Federal assistance to veterans. Its principal instrument is the Power-of-Attorney (VA form 23-22) from which, when signed by a veteran or his dependent or heir, authorizes the Commissioner of Veterans' Services to act as a legal representative of such person in all matters pertaining to the prosecution and settlement of such claims on account of military service. This office has been accredited by Congress and by the General Court (S.N.22;Ch. 6 G.L.) to represent the interest of approximately 900,000 veterans and/or their dependents residing throughout the Commonwealth.

This office is staffed with skilled specialists who prepare, develop, and prosecute claims for veterans and/or their dependents for benefits that they are entitled to under the laws of the Veterans Administration. Office space in the Veterans Administration is absolutely essential in order that we may properly prepare and review all requests for Pensions, Compensations, etc., by having access to the Veterans' folders and being close to all of the various divisions of the Veterans Administration. If we were deprived of this space, it would work a hardship on our veterans' agents and also the veterans and their dependents as there would be a considerable delay in checking the folders and rendering the fine service that we have given over the years to our veterans in the Commonwealth.

The types of claims and services include:

- (a) Compensation; Pension; Dependency and Indemnity Benefits; Disability Insurance; NSLI; Review of discharges; Obtainment of disability retirement pay when denied by the Armed Forces.
- (b) Assistance with applications for prosthetic appliances; medical, dental and hospital care; burial allowance; accrued benefits; guardianship; and emergency hospital and medical care.
- (c) Assisting and guiding applicants who have problems relating to their education and/or training programs.
- (d) Applicants are given assistance in connection with their Veterans Administration Home Loan Guaranty Programs.

This office maintains a working liaison with approximately three hundred and fifty-one (351) local and district directors of Veterans Services relative to all Veterans Administration matters. Since local agents are not accredited and do not have access to the records in the custody of the Veterans Administration, it logically follows that such cases be referred to our Contact Office, if veteran or dependent wishes us to have the Power-of-Attorney for successive actions involving review of records and appearance before the Veterans Administration officials. On all cases requiring development, the local agent and/or the veteran is contacted and advised as to how to procure such evidence.

Each Wednesday, a contact man goes to the Providence Office of the Veterans Administration in order to service all the needs of our veterans and their dependents of this State, who come under the jurisdiction of the Providence Office. He handles approximately sixty-seven (67) cases each Wednesday, which have been referred to him by our local agents located south of Plymouth. His scope of work covers every phase of Federal benefits available to a veteran and/or his dependents.

A review of our Annual Report will show that this office procured compensation and pensions for veterans and their dependents in the amount of \$10,215,312.50 for 1968-1969 and \$12,348,631.40 for 1970-1971. Approximately 70% of this amount is reflected in the great savings to the cities and towns by reducing the amount of veterans' aid to be paid, which helps to keep the tax rate down. This money is also instrumental in aiding local business. As evidence by previous annual reports, you can readily see that there is a marked increase in the work load of the office. This has been a tremendous burden on our already overworked staff in trying to expeditiously carry out their assigned duties. Each year, compensation cases are becoming much more difficult to service-connect, due to lapse of time since World War II and Korean hostilities. There is more demand, not only on the time, but the knowledge required by our staff to carefully scrutinize and prepare each case in order that every Federal Benefit possible be given to the veteran or his dependent.

The attached sheets will summarize the work performed by this office in the Boston Regional Office of the Veterans Administration. This summary will also show that this office is very vital to the needs of our veteran population of the Commonwealth of Massachusetts, as we are daily serving and assisting veterans and their dependents in obtaining all the benefits they are entitled to under the Federal Laws as administered by the Veterans Administration.

The quality of service of our Contact Office has been excellent over the years. Due to the reduction in Veteran Administration personnel and the closing of many outside Veterans Administration offices, our work load has shown a sharp increase due to the demands of our veteran population seeking help through our Veterans Services' Agents and Directors located in the three hundred and fifty-one (351) cities and towns of the Commonwealth. Therefore, Veterans' Services definitely anticipate an increase in the scope of operations for the next twenty to thirty years. This is due to the fact that veterans are getting older and will be seeking pensions, hospitalization and medical care. If the veteran is not living, his dependents will be seeking these Federal Benefits as well as State Aid.

ACTIVITIES PERFORMED DURING THE FISCAL YEAR

JULY 1, 1967 THROUGH JUNE 30, 1969

1. Personal visits by veterans and/or their dependents to office	25147
2. New Claims for compensation and pension including life and death	12350
3. Requests for review — old or disallowed cases	9110
4. New claim for dental and medical OUT-PATIENT treatment	2313
5. Arrangements made for hospitalization	2621
6. Arrangement made for OUT-PATIENT MEDICAL TREATMENT	5212
7. ARRANGEMENT made for Dental Treatment	472
8. Cases reviewed at Service Tables	19350
9. Board appearances and hearings	5345
10. Interviews with agents	1921
11. Federal Insurance Cases	2160
12. Educational and Rehabilitation Problems	2430
13. Handling physical evaluation board retirement cases for physical disability retirement	730
14. Loan Guaranty cases at \$10,000.00 each	8970
15. Checking Veterans Administration Finance for Agents	6340
16. Requests for Civil Service Letters	490
17. Requests for Tax Abatement Letters	2350
18. Veterans Benefits referred from Veterans Administration and Service Organizations	4230
19. Assisting veterans in preparing State Bonus Applications	161
20. Contacting Legal Divisions regarding appointment of Fiduciary of Incompetent Veterans	2213
21. Federal money granted to Massachusetts	\$10,215,312.50
22. Telephone calls received	29212
23. Pieces of mail received	23411
24. Providence VA Regional Office cases handled	4214

ACTIVITIES PERFORMED DURING THE FISCAL YEAR

JULY 1, 1969 THROUGH JUNE 30, 1971

1. Personal visits by veterans and/or their dependents to office	25284
2. New Claims for compensation and pension including life and death	12431
3. Requests for review — old disallowed cases	9189
4. New claim for dental and medical OUT-PATIENT treatment	2410
5. Arrangements made for hospitalization	2687
6. Arrangement made for OUT-PATIENT MEDICAL TREATMENT	5403
7. ARRANGEMENT made for Dental Treatment	544

8. Cases reviewed at Service Tables	19493
9. Board appearances and hearings	5381
10. Interviews with agents	2076
11. Federal Insurance cases	2193
12. Educational and Rehabilitation Problems	2569
13. Handling physical evaluation board retirement cases for physical disability retirement	751
14. Loan Guaranty cases at \$10,000.00 each	9142
15. Checking Veterans Administration Finance for Agents	6411
16. Requests for Civil Service Letters	530
17. Requests for Tax Abatement Letters	2437
18. Veterans Benefits referred from Veterans Adminis- tration and Service Organizations	4315
19. Assisting veterans in preparing State Bonus Applications	194
20. Contacting Legal Divisions regarding appointment of Fiduciary of Incompetent Veterans	2251
21. Federal money granted to Massachusetts	\$12,348,631.40
22. Telephone calls received	30187
23. Pieces of mail received	23775
24. Providence VA Regional Office cases handled	4296

BLOOD DONOR SERVICE

This service was established on July 1, 1948 by a directive of the Commissioner to provide the blood needs of ailing veterans and dependents regardless of economic status. It not only reduces the medical cost to indigent veterans but also provides a source of supply for any qualified veteran. This service is performed with the co-operation of the American Red Cross and the blood banks of private, State and Federal hospitals.

HOSPITAL CONTACT DIVISION

The Division endeavors to extend contact service to veterans undergoing hospitalization in public, private and VA hospitals within the Commonwealth and to provide cooperation and assistance to other Departments of the Commonwealth and local Veterans' Agents wherever appropriate.

One fundamental activity is the continuing effort to establish and develop the entitlement of veteran-patients within the State Mental Hospitals for the transfer to VA hospitals and for monetary benefits. Advice and assistance is extended to veterans seeking direct admissions to VA General Medical Hospitals for treatment of physical disorders.

Massachusetts is favored with three capacious VA hospitals primarily for care and treatment of veterans suffering from neuropsychiatric disorders; one at Northampton, another at Brockton and a third at Bedford. Also, the Boston VA Hospital maintains a section assigned to treatment

of veterans suffering from acute neuropsychiatric disorders. Notwithstanding, these generous VA facilities, there are present under psychiatric care in our State Hospitals approximately 2,100 veterans, most of whom are eligible for admission to VA hospitals on a Non-Service Connected basis, if and when VA facilities become available. We endeavor to sustain consciousness of these veterans by the VA and to insure commensurate review of their entitlement for transfer to VA hospitals.

We wish to express our thanks for cooperation and consideration extended by the various employees of the several State and VA hospitals, by the Regional and Field Offices of the VA, by the local Veterans' Agents, and others whose fine cooperation has enabled the Division to perform its function effectively.

The Vietnam Veteran is requesting our assistance on all phases of Benefits. This has increased our case load by approximately 30%.

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